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Company Limited by Guarantee number 1741926  
Charity Number 287779  
Registered in England as Single Homeless Project



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<b>Job title:</b>	Housing Services & Income Administrator
<b>Delegated Authority:</b>	Level 8
<b>Team:</b>	Housing Services
<b>Responsible to:</b>	Housing Services Team Manager
<b>Responsible for:</b>	N/A

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## Job purpose



Working within a centralised Housing Services team, providing strong administrative support within the rent collection and intensive housing management function to:

- Maximise rental income, minimise loss through bad debts through efficient application SHP Procedures.
- Support housing services team, and accommodation services teams to ensure that clients receive timely rent statement and letters.
- Maintain effective management of accurate rent income records.
- Collate performance returns against KPI's and provider monitoring returns.

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## Key accountabilities

### Maximise rental income, minimise loss through bad debts

#### Administration of rent accounts

- Using the organisational Housing Management system, review caseloads on a minimum of fortnightly basis, to identify accounts that have triggered arrears stages.
- Report any queries on rent accounts to the allocated Senior Rent Income Officer for review.
- In line with SHP Policy and Procedure, issue appropriate rent letters at all trigger stages for each case, liaising with service teams and housing services team to ensure these are fully understood by clients, and necessary support/ action is taken.
- Create and maintain comprehensive and accurate records of communication and rent letters issued within SharePoint, as well as on individual case notes within the Rent Management system.
- Attend senior rent surgery meetings and keep accurate records of actions within the Rent Management system.
- Issue quarterly rent statement to all current clients, and former clients who have outstanding balances in line with SHP Policy and Procedure.
- Monitor former arrears cases, and issue initial recovery letters at correct stages.
- In liaison with the Rent Income Manager, complete referrals to approved debt collection agencies.
- Where accounts have a credit balance, liaise with accommodation service teams and housing services team to validate balance and request client refunds in line with SHP Policy.
- Produce, circulate and maintain monthly former tenant arrears reports for housing and accommodation services teams.

#### Provide support to colleagues where cases reach legal action stage.

- In line with SHP Rent Income and Collection Policy, inform the Rent Income Manager and Senior Officer cases that reach trigger stage 3, and collate initial files in preparation for legal action.
- If required, provide solicitors with updated rent statements in support of legal cases.

#### Team Administration

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- Support the Rent Income Manager to produce meeting minutes.
  - Support the Rent Income Manager to provide written performance and KPI reports.
  - Occasionally support producing of Housing Services documents.

### **Semi Independent Accommodation**

- To maintain monthly monitoring of compliance certificates for the semi- independent patch and ensure these are uploaded to CRM where needed.
- Support the housing services team to report repairs, and arrange access to properties for compliance checks or repairs.

### **Partnership Working**

- Develop and maintain positive relationships with accommodation service teams and managers.
- Develop effective relationships with Registered providers, and attend liaison meetings where required.
- Maintain relationship with colleagues, and attend departmental meetings as required.
- Providing support with Active H or other organisational housing management system implementation for service staff.
- Develop and maintain partnerships with external services to enable effective delivery of all elements of the role.
- To take personal responsibility for a professional approach that enhances the reputation of the service both internally and externally and meets the organisational code of conduct.

### **Performance Standards**

- Report against allocated caseloads on weekly Key Performance Indicator reports.
- Contribute towards performance feedback for Finance Sub Committee as required.
- Support the Rent Income Manager, finance team and Service Managers to collate and prepare quarterly and annual performance monitoring reports for Registered Providers against required deadlines.

### **Safeguarding Children and Vulnerable Adults**

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- To ensure that staff are committed to safeguarding children and vulnerable adults in line with SHP policy and procedure.
  - To ensure that staff fulfil their duties in protecting colleagues and clients from any form of harm when they are vulnerable, in line with SHP policies and procedures.

### **Health and safety**

- To ensure that SHP Health and Safety procedures are adhered to at all time, including Personal Safety Risk Assessment and procedures, in addition to reporting of all incidents and near misses.
- Ensure that any mandatory Health and Safety training is kept in date.

### **Information Security and Data Protection**

- To comply with and ensure that staff comply with the organisational requirements to protect personal and confidential information and to support the management of risk regarding information security breaches.
- Comply with document control as part of ISO 9001.

### **Miscellaneous**

- SHP is at discretion to amend your responsibilities and, in addition to these, you may be required to perform other duties as may be required for the efficient running of the organisation.
- To create inclusive working environments and cultures to enable colleagues and clients to feel safe and empowered to achieve their full potential.

## Technical and professional know-how needed for position

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When completing your application, you will be required to address (using examples) some of the points below

### Skills and Abilities

- Proven skills and experience of using IT, specifically word, excel and outlook, and ability to work with other databases (with training) to produce accurate letters and reports.
- Proven ability to organise, prioritise and manage workload, to ensure targets and deadline are met.
- Good team working skills, the ability to collaborate effectively on shared tasks and provide advice and guidance to others.
- Proven analytical and problem solving skills, with high attention to detail, and the ability to undertake some calculations accurately.
- Proven ability to communicate clearly through written and verbal communication to a range of stakeholders.
- Ability to work outside of office hours on occasion.