

Job description

Job title: Supported Accommodation Administrator

Reports to: Young Adults Supported Accommodation Manager

Salary: £26,200 per annum plus benefits

Contract: permanent, full time

About us:

The Cardinal Hume Centre works to prevent and tackle youth and family homelessness. We:

- Provide a home with support for up to 39 young people
- Support children and families in housing or other need
- Offer housing and welfare rights advice to help people keep or find a stable home and to manage their money
- Advise and coach people to find work, learning or training
- Provide immigration advice to help people secure their legal right to remain in the UK to access homes, work and benefits.

Last year we helped over 1200 people including nearly 600 families and 230 children and young people, aiming to break the cycle of homelessness and poverty from a young age. Our approach is personalised, acknowledging the unique complexities of each individual through six key services: residential; family support, legal advice, employment, education and immigration advocacy.

The Centre is based within five minutes' walk from Parliament but works in an area where homelessness in nearly all its forms has increased. Around 3,600 children from Westminster are housed in temporary accommodation. Over 25% of children live in poverty. Families face unaffordable housing costs, a challenging labour market and rising levels of crime.

With an annual income in the region of £3.5 million, the Centre currently employs around 65 dedicated members of staff and around 45 volunteers.

Team context:

This role reports to the Young Adults Supported Accommodation Manager. There are 13 members of the team in total, with a Service Manager, Deputy Manager, four Night Support Workers, six Support and Advocacy Practitioners and an Administrator. Residents are aged 16-25 and, on average, stay with us for 18 months.

About the role:

The overall purpose of this role is to provide a welcoming environment to our residents and lead on the administration of systems that enables the Supported Accommodation services to operate effectively including housing management, referrals, financial management and health and safety.

Job description:

Administration and Reception Cover

- To be the first point of contact for the hostel, answering phones, dealing with post, etc.

- Day to day supervision of the hostel office and storage ensuring that the office is kept tidy and is fully stocked with stationary and any required items
- Completion of all hostel administrative tasks including minute taking and other duties required
- To input information on the client database in order to ensure that all staff have timely and accurate information about residents
- To find cover for shifts due to absence when requested by management
- To assist the Registered Manager in recording and reviewing documentation in relation to the Supported Accommodation (England) Regulations 2023 and our registration and regulation under OFSTED.

Referrals

- To be point of contact for Westminster Young Adults Pathways regarding referrals to our services
- To invite referrals to assessment and arrange with the team in a timely manner to minimise voids and improve our response time to young people in need

Voids Management

- To process voids (vacant rooms) in line with housing management procedures, ensuring that rooms are cleared and liaising with the Facilities Manager to ensure that rooms are habitable as soon as possible
- To ensure our housing management system is kept up to date so that reports can be compiled

Financial Administration

- To process and ensure all payments (e.g. Rent, Housing Benefit payments and Placement fees) are entered into our housing management system in a timely manner
- To manage petty cash transactions in line with the Centre's financial guidelines
- To produce monthly rent statements and liaise with our Support Workers so that they are aware of any outstanding resident arrears

Health, Safety and Security

- To log maintenance issues on our system when necessary
- Carry out regular health and safety checks and follow up on any actions arising such as reporting any safety hazards, concerns or ideas for improvement
- Follow hostel procedures to ensure the safety, security and well-being of residents, staff, contractors and other visitors to the hostel at all times

General Duties

- Providing support to other Centre departments e.g. finance, as requested and with the agreement of your line manager
- Undertaking training identified as beneficial and in agreement with your line manager
- To contribute to the development of the Supported Accommodation Services

- To assist and support colleagues on our Arneway Street reception when necessary
- To carry out other duties required to ensure effective support for clients as requested by management

Person specification

Essential:

1. An understanding of the reasons why young people come to live in supported accommodation and the challenges they might face including people who face severe and multiple disadvantage.
2. An understanding and commitment to safeguarding in a supported accommodation setting
3. Strong administrative and organisational skills and excellent customer service with experience of working in a busy environment
4. A good level of numeracy and experience of maintaining financial records required for monitoring the collection of weekly charges, arrears, petty cash, etc.
5. Ability to use relevant IT systems including data entry, running queries and producing reports
6. Self-motivating with the ability to work under pressure and manage time effectively, prioritising work according to need
7. Commitment to supportive team working
8. Willingness to work flexibly in response to changing organisational requirements and occasional work outside of office hours
9. Excellent communication skills in verbal and written English
10. Evidence of a positive attitude to learning and development.
11. A strong commitment to the Centre's mission, values and behaviours; a strong belief in the value of every individual.

DESIRABLE:

- Experience of working in a charity or organisation working with vulnerable people
- Experience of rent management / housing management software

Our people - we believe each person matters:

Our clients

Our clients guide everything we do. We're here to help children, families and young people experiencing or at risk of homelessness, or clients who have urgent needs that can be met at the Centre and not elsewhere.

We value every person; this is central to our work

We seek to develop trusting relationships with our clients. We rely on them to help us improve and develop our services so we include them wherever possible in our work.

Our staff and volunteers

Our staff and volunteers are diverse in their backgrounds, and their skills and experience. Many have lived experience of the challenges our clients face. We are proud of our warm welcome and our team's commitment to support people facing disadvantage to escape the cycle of poverty and homelessness.

The Centre's [website](#) has more about our work including our [approach](#), our [plans](#) and our [values](#) and behaviours.