



JOB DESCRIPTION

Job Title	Apprentice Business Support Administrator
Responsible to	Senior Business Support Administrator

Purpose of Job

To assist the business support team in providing a comprehensive business support to the staff and customers of Willow tree Housing Partnership (WTHP) in line with its agreed vision, mission and objectives.

Key Areas of Responsibility

- To provide a comprehensive frontline service to callers, providing information and assistance on all aspects of the service, seeking to find solutions at first point of contact
- To fulfil all administrative functions of WTHP efficiently and effectively
- To ensure all records and document management systems are updated and cleansed in a timely manner
- To provide an effective reception service to visitors to the offices
- To support the facilitation of meetings and events held on behalf of the Society

1 Tenancy

To administer the lettings process and provide support to Housing Officers in accordance with WTHP's policies and procedures including:

- Tenancy terminations.
- Working with the Maintenance Officers and Housing Officers to minimise delays to void work.
- Providing general advice to residents on the phone and in the office in respect of the lettings service.
- The administration of mutual exchanges, conducting checks and liaison with other housing providers, arranging safety works and ensuring a decision is made within the expected timeframe of 42 days.
- The administration of applications to the nationwide 'HomeSwapper' service.
- Managing appointments for Housing Officers such as post sign up visits and providing the required paperwork for those visits.
- Dealing with change of tenancy requests, successions and marriage notifications, arranging paperwork and booking appointments for Housing Officers to carry out appointments.
- Providing general advice to customers reporting Anti-Social Behaviour or estate issues in the absence of the relevant Housing Officer.
- Proving admin assistance to the Shared Ownership and Rentplus Officer.

2 Maintenance

Providing an efficient and effective maintenance administrative service, supporting the Maintenance Officer in accordance with policies and procedures by:

- Dealing with customer enquiries regarding maintenance, liaising with contractors and the Maintenance Officer, and managing customer complaints.
- Updating and maintaining IT systems, raising, completing and processing works orders and updating the asset management system.
- Assisting in the monitoring of compliance, including gas safety, asbestos registers, electrical safety and fire safety, maintaining records and highlighting any areas of non-compliance
- Assist the Asset Manager in updating records for component replacement, cyclical decs etc.

3 Customer Feedback

- Recording and monitoring complaints and compliments.
- Carrying out customer surveys and monitoring customer feedback and satisfaction.

General

- Undertake any other duties as directed by the Business Support Manager.
- Keep data within all IT systems used accurate and up to date in respect of all services.
- Represent WTHP as required with contractors and external agencies.
- Promote the values and policies of WTHP both internally and externally.
- Ensure that the WTHP's Equality & Diversity Policy is fully implemented at all times, demonstrating commitment to equality and diversity in all aspects of work.

WTHP accepts its responsibilities to provide a safe and healthy environment for staff and residents. As an employee, you have a duty to take reasonable care of yourself and others who may be affected by your acts whilst at work.

No job description can encompass all tasks and duties that may be required of the post holder and WTHP will expect the post holder to carry out other duties and tasks from time to time which are broadly consistent with those in this document.

Training will be provided to carry out these tasks on a phased basis.