

Finance & Housing Administration Assistant - Job Description



Title: Finance & Housing Administration Assistant

Location: BotM Homes, 50 Villette Road, Hendon, Sunderland, SR2 8RN.

Contract Start Date: September 2021

Wage: £9.30ph for 20 hours 5 days per week

Annual Leave: 28 days (plus bank holidays) Pro Rata

Responsible to: Finance, Office & Governance Manager

Responsible for: No line management responsibilities

Main Duties and responsibilities

Finance Administration

- Supporting the FOGM with basic finance and bookkeeping including; logging tenant deposits, recording rent payment and chasing debtors.
- Elements of Costing
- Using Accounting Software (Sage Business Cloud)
- Providing office support including customer support
- Raising purchase and sales invoices
- Using spreadsheets and word documents
- Collating and data input

Housing Administration

- Supporting with the creation of adverts for vacant properties
- Updating the charity's social media and website with available properties
- Typing and posting tenant correspondence, tenancy agreements and warning letters
- Taking housing enquiries, assisting with applications and making viewing appointments for the Tenant & Lettings Officer
- Assisting in preparing documents and tenant packs for sign-up for tenancies; ensuring all administrative procedures are followed
- Accurately recording and updating all electronic and manual files with property inspections, repairs, application, tenant and tenancy information.
- Recording the receipt of keys for vacant properties on ICT system as part of the void process and informing a senior member of staff should issues arise
- In the absence of the Tenant & Letting Officer, receiving and recording expressions of interest on advertised properties from applicants for housing and registering them onto the shared IT system.

Front Of House

- Welcoming visitors in a professional manner
- Maintaining a high level of customer service

- Providing a friendly face and first point of contact for new tenants & General Public
- Providing office cover and reception duties at the BotM Homes Office
- Answering telephone calls, take messages and forward calls/messages to colleagues or relevant departments
- Dealing proactively with tenant enquiries, prioritising when urgent
- Delivering consistent and reliable customer services which meet, and wherever possible exceed, customer expectations
- Identifying and resolve any customer problems or complaints in a positive manner, escalating to senior staff when required
- Setting up for meetings including preparation of refreshments.

General Administration

- Keeping well-organised files and records of business activity
- Making travel arrangements for employees
- Preparing documents by printing, copying, and binding as required for Board meetings
- Scheduling appointments for the Homes and Repairs team colleagues
- Ordering office stationery and other supplies
- Providing general administrative support to the Leadership Team when required
- Collecting and sorting post
- Being ready for any other administrative tasks that are required.

Other Duties

- Maintaining strict confidentiality regarding all personal data used by BotM
- Where necessary, promoting understanding and awareness of BotM by attending and promoting BotM's work at appropriate events
- Contributing to achieving BotM objectives within BotM values
- Other duties commensurate with the post to meet BotM objectives.

Key Competencies:

- Good communication skills, both verbal and written
- Excellent IT and typing skills
- Good organisation and planning skills
- Good time management skills and an ability to prioritise workload
- Attention to detail and follow instructions accurately
- Able to work under pressure
- Able to learn and teach new systems/equipment
- Able to maintain a high standard of work and professionalism at all times.

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Brand Values: The post-holder must ensure all their work, communication and approach conforms to the brand values and house style of BotM and keep up to date and comply with the BotM's Rules, Policies and Procedures at all times.

Health and Safety: The Health & Safety at Work Act (1974) and other legislation places responsibilities for health and safety on all employees. The post-holder has a legal duty to take reasonable care of their own health and safety and that of others and they are expected to be familiar with, and adhere to Back on the Map's Health and Safety Policy.

Child Protection and Vulnerable Adults statement: BotM is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment. You will be expected to support this approach in the context of your role and to adhere to and ensure compliance with BotM's Child Protection and Vulnerable Adults policies at all times. If, in the course of carrying out your duties, you become aware of any actual or potential risks to the safety or welfare of children and/or safety or welfare of vulnerable adults, you must report any concerns to the Chief Executive.

Data Protection: Personal and business confidentiality must be maintained at all times; as must compliance with all regulatory and legislative requirements, policies and procedures. The post-holder will deal with sensitive information on a daily basis and will be subject to the confidentiality policy of Back on the Map, the Data Protection Act and the General Data Protection Regulations (GDPR). Any breaches of BotM data protection will result in disciplinary action.

Equality of Opportunity: The post-holder must carry out their duties and responsibilities with full regard to Back on the Map's Equal Opportunities Policy, Code of Conduct and all other policies.

To be successful in this role you will have;

- Finance related qualification (Desirable)
- GCSE A-C grades in English and Maths or equivalent (Essential)
- Experience with Google Sheets or Microsoft Office documents (Essential)
- An Interest in Business with the ability and willingness to learn (Essential)
- Ability to understand and adhere to Data Protection Legislation (Essential)

To Apply;

Go to www.backonthemap.org/vacancies

Key dates;

Applications close: 5pm Wednesday 21st July 2021

Shortlisting: Thursday 22nd July 2021

Interviews: Thursday 29th July 2021

As part of the interview process you may be asked to carry out relevant finance tasks or a presentation. The details of which will be provided if you are invited to interview.