



## ADUR & WORTHING COUNCILS

### Job Description

<b>Authority:</b>	Adur District Council
<b>Directorate:</b>	Communities
<b>Section:</b>	Housing: Adur Homes Administration
<b>Post Title:</b>	Housing Administration Officer
<b>Post Number:</b>	40915
<b>Accountable to:</b>	Systems & Performance Manager
<b>Management responsibility for:</b>	N/A
<b>Authority to liaise with:</b>	Internal – colleagues at all levels External – social housing tenants, contractors and suppliers.
<b>Meetings attended on a regular basis:</b>	Team meeting – delegate
<b>Work style</b>	Fixed

#### Principal purpose of job (role summary)

Provide an efficient and effective administrative service to the various teams that support the tenants of Adur Homes, Adur District Council's social housing service.

#### Main duties, tasks and responsibilities of post holder

1. Administration of garage lettings including waiting lists, lettings and rent arrears.
2. Finance: raise purchase orders; paying and processing invoices; taking payments over the telephone where required; processing rechargeable repairs.
3. Repairs: logging of repairs into the housing management system including those for work to empty properties, those requested by internal teams and out of hours work. To include the processing of invoices from repairs contractors and the updating of survey information.
4. Liaise and collaborate with colleagues to successfully resolve issues, including general enquiries and queries about existing repairs from tenants or contractors.
5. Scan, index and electronically distribute incoming post regarding Adur District Council's stock of social housing tenancies and properties, including Direct

Debit Instructions, as well as any filing.

6. Undertake all duties in accordance with Council policies, in particular those relating to Customer Care and Equal Opportunities.
7. Undertake such other duties as may reasonably be allocated to the postholder, which may involve providing assistance in any section of the department as may be required from time to time.
8. Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies.
9. Promote the service and Council positively at all times.

The post holder will be required to undertake such other duties as may be required within the grade and competence of the postholder. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

**Job Description agreed by:**

<b>Post holder:</b> <i>(print name)</i>	
<b>Signature:</b>	
<b>Date:</b>	
<b>Line Manager:</b> <i>(print name)</i>	
<b>Signature:</b>	
<b>Date:</b>	
<b>Executive Head of Service:</b> <i>(print name)</i>	
<b>Signature:</b>	
<b>Date:</b>	