



APPLICANT INFORMATION PACK

Receptionist / Administrator

Property Services

Enclosed:

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Introduction

Thank you for your interest in applying for this position with Ark Housing. Please use the information provided to assist you in completing your application. Should you require any further assistance please contact us directly and we will be pleased to assist you.

General Information

Ark Housing Association is a registered Housing Association with the Department for Communities (DfC) and is an independent not for profit organisation under the Industrial & Provident Society Act (NI) 1969.

Ark Housing provides social housing accommodation for rent to those in housing need. We provide accommodation throughout Northern Ireland for families, elderly people, those with disabilities, single people, and others in housing need. We also provide homeless family services providing temporary accommodation and floating support services for a wide range of client needs in partnership with the Housing Executive, Social Services, and other partner organisations.

Our Vision

Ark Housing's vision is:

"Making a positive difference by empowering people and communities"

Our Mission

Ark Housing's mission is:

"In partnership, provide quality homes and support services to meet housing need and contribute to the wellbeing of communities"

Our Values

Ark Housing's values are:

Progressive	Forward thinking, supporting change & transformational
Respect	Treat everyone with dignity and esteem
Integrity	Maintain the highest professional and personal standards
Diversity & Equality	Value diversity and equality in everything we do
Excellence	Strive to deliver the highest standards of quality and customer care

JOB DESCRIPTION

JOB TITLE: Reception/Administrator (Property Services)

LOCATION: Head Office, Belfast

REPORTING TO: Maintenance & Property Services Manager

JOB PURPOSE:

To provide a customer facing reception and call handling service at Head Office and to provide day to day administrative assistance and support to the property services team in the effective delivery of a wide range of areas including:

- Response Maintenance
- Grounds Maintenance
- Adaptation Service
- Health & Safety Compliance
- Planned Maintenance Programme
- General Administrative Duties
- Customer Services

Reception and Call Handling:

- To provide a frontline call handling service at Head Office, with a key focus on property services;
- Where required, monitor visitor access in accordance with policies and procedures and having particular regard to Health & Safety issues;
- Ensure the professional representation of Ark Housing at all times.

Response Maintenance

- Monitor the repairs mailbox and social media requests/queries;
- Ensure the accurate and timely logging of repairs and defects, working closely with the Maintenance & Property Services team where required;
- Monitor all logged works orders and maintain dialogue with contractors to ensure timely completion of works;
- Maintain the Associations Mold Monitor;
- Assist the Maintenance & Property Services Team in the maintenance invoice processing function;
- Refer queries of a complex nature to the Maintenance & Property Services team where required; and
- Fully utilize SDM for recording information to keep property files updated.

Grounds Maintenance Service

- Work alongside the Maintenance & Property Services team to liaise with consultants, contractors, tenants, property staff and others as required to ensure adequate monitoring of service delivery.

Adaptation Service

- Correspond with tenants, consultants, Health Trusts, contractors and the NIHE as necessary to process adaptation requests in conjunction with the Maintenance & Property Services team;
- Assist the Maintenance & Property Services team to maintain the Association's Adaptations Monitor.

Health & Safety Compliance

- To support the Compliance Officer in the boiler servicing process, liaising with tenants and contractors to ensure works are complete and recorded on SDM;
- Issuing access letters, obtaining and issuing certificates to tenants and other general administrative duties;
- To report no access boiler servicing cases to the Compliance Officer on a weekly basis and assist with no access reports;
- To ensure all records are accurately recorded on SDM.

Planned Maintenance Programme

- To support the Planned Maintenance Officer in the general administration and assistance required for the delivery of planned maintenance schemes;
- Correspond with tenants, consultants, contractors and others as necessary to process planned maintenance schemes;
- To assist in organising and delivering tenant consultation; drafting and distributing letters and organising events.

General Administrative Duties and Responsibilities

- Work alongside the Maintenance & Property Services team to generate tenant satisfaction forms and collate data following the completion of repair or maintenance work;
- Take minutes of meetings as required;
- Adhere to data protection regulations in dealing with customer information and enquiries;
- Undertake any other duties, consistent with the post and grade, which may be required from time to time.

Representational Role

- Attend conference events, seminars, meetings and training sessions as required;
- Ensure the provision of effective communications both internally and externally with our partners and other agencies and organisations;
- Undertake all duties in such a way as to enhance and protect the reputation and public profile of the Association.

Quality Assurance

- Be proactive and innovative to ensure that systems are effective, and proactively seek ways to improve both your own and the team's standard of customer service delivery;
- Actively engage in on-going learning and development, to ensure sufficient knowledge to excel in your duties.

Customer Service Delivery

- Ensure the delivery of services on a day to day basis to agreed standards;
- Ensure compliance with all statutory and regulatory obligations and organisational policies and procedures;
- Ensure the delivery of all services to the highest quality standards;
- Ensure that the organisation's values and ethos are promoted throughout the delivery of our services.

Any other Duties

This list is not exhaustive and only highlights key areas and tasks associated with this post.

It cannot be prescriptive, and it is a requirement of this position that there exist high levels of flexibility and responsiveness to the changing needs of the organisational and service demands.

The post holder shall therefore be required to positively respond to such demands and ensure that the commitment, innovation, flexibility and delivery of high-quality services remain paramount.

WORKING ENVIRONMENT:

This post is based at the Associations Head Office, Unit 1, Hawthorn Office Park, 43 Stockman's Way, Belfast.

Due to the nature of this role, remote working is not available with this appointment.

HOURS: Hours would normally be 37 hours per week.

Monday to Thursday 9am to 5pm, Friday 9am to 4.30pm.

HOLIDAYS: Holidays would normally be 22 days annual leave moving to 27 after 5 years' service and 32 days after 10 years' service. There are 13 customary and bank holidays.

SALARY: **£22,885 - £25,172** with a Contributory Pension Scheme (NILGOSC), (Currently 19% Employer Contribution).

PERSONNEL SPECIFICATION

Position: Receptionist/Administrator (Property Services)

SHORTLISTING CRITERIA	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Educational Attainment (Must Demonstrate on Application)	5 GCSES or equivalent including English & Maths OR A minimum of 3 years' experience in a similar role within the last 8 years	Hold a third level Degree
Relevant Experience (Must Demonstrate on Application)	Have a minimum of 1 years' experience within the last 5yrs in a similar role incorporating at least three of the following service areas: <ul style="list-style-type: none"> • Receptionist Services • Office Administration • Customer Services 	Experience of working in administration within a property services environment
ICT Skills (Must Demonstrate on Application)	Must be competent in the use of MS Office applications.	Experience in the specific use of SDM Integrated Housing Software Package.
Data Protection	Is familiar with the requirements of the general data Protection Regulations and is experienced in providing a confidential service to customers and in managing their personal information in a confidential manner.	
Customer Focus	Has experience in adopting good practice initiatives and can identify solutions to customer problems. Applies a professional approach to ensuring good customer service. Ensures the organisation continually improves and develops its customer services.	

PERSONAL BEHAVIOURS

Embracing Change	Contributes positively to change and recognises the positive impact of change on individuals and the team. Is flexible and positively accepts change.	
Equality	Treats all colleagues and those with whom they come into contact with fairly and equitably and demonstrates respect for and sensitivity to their needs.	
Team Working, Communicating & Influencing	Breaks down barriers that impact effective team working. Optimises the use of the pool of knowledge and embraces a learning culture. Has effective interpersonal communication skills and experience of report writing	

GUIDANCE NOTES

It is important that you read these notes carefully before you attempt to complete the application form so please take a few minutes to read the information in this pack which will guide you throughout the process.

Job Description and Personnel Specification

The Job Description and Personnel Specification will assist you in deciding whether you meet the essential criteria for this position. Please remember that the Association reserves the right to increase the criteria used for the short listing of candidates to be selected for interview without further notification. You should use the job description and personnel specification to help you consider your relevant experience, training and skills and ensure that you highlight them when completing the experience & training section of the application. Ensure that you describe how you meet the essential criteria.

Short Listing Candidates

Candidates will be selected solely on the information provided in this application form and you should ensure that you answer all sections fully and provide the information requested in all sections of the application form.

CVs are not acceptable, and your application will not be registered if you submit a CV.

Confidential Equality Form

You should ensure that you complete the Equality Form and return it in a separate envelope addressed to the Equality Officer and marked Private & Confidential or by email along with your completed application form to: recruitment@arkhousing.co.uk

Supporting Documents

Documentary evidence will be required if you are short listed to attend for interview. This will include photographic identification e.g. passport, driving licence or other form of acceptable ID.

Copies of your educational qualifications, professional membership and any other documents required to support your application are also required. You may bring these documents to the office with you on the day of your interview and staff will arrange to copy them for you. Please note that all documents provided must be originals.

Disclosure of Criminal Records

All applicants must complete this section fully. Where criminal convictions are disclosed, details must be provided of the offence(s) of which the applicant has been convicted and any relevant details relating to the offences.

You should note that Ark Housing are required to carry out checks on all persons being considered for employment with the Association through the Access NI scheme.

Data Protection

All information provided by applicants will be used solely for the purposes for which it is required in this recruitment exercise and will not be disclosed to others except where we are obliged to do so in accordance with the provisions of the Data Protection Regulations.

Equality of Opportunity

Ark Housing is an Equal Opportunities Employer, and we welcome applications from all sections of our community. Arrangements can be made for those applicants who require additional support or assistance because of a disability or other consideration which may hinder them in this application process. This may include the provision of translation service, alternative format for the documents or arrangements to facilitate a specific disability. If you require such assistance, please contact Annemarie Carleton on Tel: 028 90 752310 or Email: recruitment@arkhousing.co.uk

Equality Monitoring

To comply with our obligations under Equal Opportunities and Fair Employment legislation, we are required to monitor our recruitment exercises in order to ensure that our recruitment policies and procedures are effective. All applicants are required to complete the Equal Opportunities Form associated with this application and to return it to the Monitoring Officer.

General Points

- The application form, if completed by hand, should be completed in BLACK INK and must be legible. The application may also be completed electronically and emailed to recruitment@arkhousing.co.uk
- When completed you should read through your application again to check that you have fully completed all sections.
- If submitted by post, please make sure that you leave plenty of time for your application to be received by the closing date & time. Please remember that late applications WILL NOT BE ACCEPTED
- Pay attention to the Applicant Declaration and ensure that you have signed and dated the application form.
- Do not send any supporting documentation with this application form. We may ask for such documents if your application is successful and you are short listed for interview.
- Please ensure that you have the permission of your nominated referees to act on your behalf and that they agree to provide you with a reference.
- Canvassing on behalf of your application will disqualify your application.