

Administrator

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions, and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open, and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency, and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

Providing a full range of administrative and support services to facilitate the effective and efficient operation of the team and department. Completing daily, weekly, and monthly tasks to ensure Southern Housing meets its legal and regulatory compliance requirements.

The location

You'll be based at one of our main offices in either Farringdon, Croydon, Hastings, Maidstone, or Sittingbourne, with the option for working in a hybrid way when appropriate and as agreed with your manager.

What you'll be doing

The role will involve liaising with members of staff in other departments, external contactors, and residents in relation to delivering operational compliance.

You'll assist in the implementation of continuous improvements.

Key responsibilities

Duties will include, but are not limited to:

- Booking appointments and co-ordinating these with residents, contractors, and other stakeholders
- Raising jobs across a wide range of systems including MRI, Proactis, etc.
- Providing meeting administrative support. Booking rooms, sending out invites, producing agendas, taking minutes, producing action trackers, etc.
- Assisting with HHSRS and Decent Homes queries. Arranging works and following up to ensure there is completion evidence.
- Monitoring compliance email inboxes and respond with prompt and accurate information.
- Providing general administrative support to the team.
- Taking responsibility for respond to Customer Contact through various mechanisms, phone, e-mail, CRM, etc.
- Accurately processing incoming data and certification
- Following procedures that describe how to process compliance documentation.
- Ensuring all warranty and guarantee information is captured and stored for the use of the business.
- Ensuring the accuracy of Apex, True Compliance, Swordfish and other databases
- Executing your duties as prescribed in the relevant management plans, procedures, capping requests, etc.
- Producing when necessary large mail merge databases and processing accordingly
- Executing quality assurance activity and data sets and other processes.
- Liaising with our Service Charge Team to ensure all our Leaseholder Consultation processes are fully compliant.
- Processing as necessary any new product installation packs to ensure they are captured by all necessary stakeholders.

What you'll need

Computer skills sufficient to operate data systems and other software packages to effectively manage compliance streams. You'll be able work under pressure, manage workloads and prioritise your tasks. You will have excellent communication skills with a fine eye for detail.