

JOB DESCRIPTION

Job Title: Umbrella Housing Compliance/Administration Officer

Reporting to: Repairs Team Leader

Salary: £30,599 pro rata

Location: Preston Road Women's Centre

Job Purpose

To provide comprehensive administrative support to the Housing team and conduct necessary tasks in line with legislation in regard to compliance

Primary Duties and Areas of Responsibility

- To provide clerical and administrative services (creating, maintaining and updating accurate records on relevant documents and databases, monitoring generic email addresses, administering pet and property alteration permissions)
- Ensuring compliance with Gas safe, EICR and EPC regulations and certification through out the property portfolio
- Receive and respond to telephone enquiries both internal and external in a professional manner, taking messages and ensuring they are passed on to the relevant personnel
- Taking minutes of meetings, typing and distribution of minutes within housing and the women's centre.
- Recovering and collating information held on computer for the purposes of monitoring and evaluation
- Ensuring health and safety requirements are met
- Ensuring that a safe, women-only space is maintained
- Ensuring high quality service provision to women's centre users
- Any other duties commensurate with the post

Staff and Budgetary Management

This role has no staff or budgetary responsibility.

Health and Safety/Risk Management

The jobholder must comply, at all times, with Preston Road Women's Centre Health and Safety policies, in particular, by following agreed safe working procedures and reporting incidents using the organisation's Incident Reporting System.

Safeguarding

The post holder must adhere to all policies and procedures designed to ensure safeguarding of children and vulnerable adults, including how to respond to any safeguarding concerns and how to make a referral appropriately

Equality and Diversity

The jobholder must co-operate with all policies and procedures designed to ensure equality of employment. Co-workers, service users and visitors must be treated equally, irrespective of ethnic origin, age, disability, sexual orientation, religion etc.

Training and Personal Development – Continuous Professional Development

The jobholder must take responsibility, in agreement with the management committee, for her own personal development, by ensuring that Continuous Professional Development remains a priority. The jobholder will undertake all mandatory training required for the role.

Respect for Service users' Confidentiality

The jobholder should respect service users' confidentiality at all times and not divulge their information, unless sanctioned, by the requirements of the role.

Key Result Areas

Specific objectives for the post holder will be agreed through the process of regular Individual Performance Review meetings with the Housing team manager.

Communication and Working Relationships

To work in partnership and act as the interface with staff within the women's centre and external organisations, to ensure that services are delivered in a coherent and consistent way

The main working relationships and communication channels linked to the post are:

Internal within Preston Road Women's Centre

- (i) Women's Centre Chair
- (ii) Women's Centre management committee
- (iii) Staff
- (iv) Volunteers

External to Preston Road Women's Centre

- (i) Legal representatives

- (ii) Contractors
- (iii) Local authority – eg environmental health officers, SART
- (iv) Courts
- (v) Private landlords
- (vi) Tenants families and carers

Special Working Conditions

There is a requirement for flexibility in working hours, e.g., to be able to attend meetings outside the normal working day and adjust hours, as required, to meet specific deadlines

Job Description Agreement

Job Holder's Signature

Date:

Director's signature

Date:

Terms and Conditions:

1. **Pay** **£30,599 pro rata**
2. **Salary** Payable monthly in arrears by Bank Credit Transfer
3. **Hours of Work** 21 hours per week
4. **Pension Scheme** The organisation offers a stakeholder pension and employer's contribution to this pension or a nominated personal pension scheme at 5% of the employee's salary.
5. **Annual Leave** The leave entitlement for this post is 35 *days* (inclusive of bank holidays).

The annual leave year runs from 1 April to 31 March.
6. **Special Conditions** The postholder may be required to work irregular hours on occasions in order to satisfactorily fulfil the requirements of the post.
7. **Sickness Absence** Employees absent from work owing to illness will be entitled, subject to the conditions of the agreement, to receive sick pay in accordance with the guidelines described in the organisation's standard contract.

All Terms and Conditions are in accordance with the Preston Road Women's Centre policies and practice

General Data Protection Regulations 2018 and Confidentiality

All members of the staff are bound by the requirements of GDPR 2018 and any breaches of the Act or of the confidential nature of the work of this post could lead to dismissal.

Rehabilitation of Offenders Act 1974

Because of the nature of the work, this post may be exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Under these circumstances applicants for the post are not entitled to withhold information about

convictions which for other purposes are "spent" under the provisions of the Act and in the event of employment, any failure to disclose such convictions may result in disciplinary action or dismissal by the organisation.

Any information given will be completely confidential and will be considered only in relation to an application for a position to which the order applies.

Disclosure and Barring Service – DBS

Winner, the Preston Road Women's Centre will ensure the national minimum requirement for Disclosure & Barring Service compliance is met. This requires all those who commenced working in a role exempt from the Rehabilitation of Offenders Act after 1st March 2002 to undertake an Enhanced DBS check.

Winner, the Preston Road Women's Centre will only ask for an Enhanced DBS check when it is not an offence under the Police Act 1997 to do so. We are still entitled to ask all post holders in these posts to undertake an Enhanced DBS check but not all these posts are now entitled to a Children or Adult Barred List check (See 1.3 below for further details). All posts (paid and unpaid) across Winner, the Preston Road Women's Centre require a DBS check at the start of an employment. Subsequently all posts require a three yearly DBS check. In addition there are certain posts that will require an advanced check for regulated activity

Preston Road Women's Centre Management Committee