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## Housing Administrator Recruitment Pack

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# Your Home, Your Community

Cirencester Housing provides affordable local housing and services to help customers to stay and thrive in their homes



**CIRENCESTER HOUSING** | First Floor South Wing | Cotswold District Council Offices  
Trinity Road | Cirencester | Gloucestershire GL7 1PX

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A Charitable Housing Association Mutual Society Registration No. 13733R | Registered Housing Provider No. L1444

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## From the CEO

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### Dear Candidate

Thank you for your interest in Cirencester Housing's **Housing Administrator** role. We sincerely appreciate you taking the time to consider joining our team.

Cirencester Housing has been in existence since 1949 providing quality, social and affordable housing. We are a small association with 165 homes focusing on Cirencester Town and the surrounding rural communities.

Our small staff team of five focuses our efforts on providing a high quality services. We do this by being flexible, adaptable, resourceful and collectively responsible to our customers and stakeholders.

We provide comprehensive services to our customers to help them maintain their tenancy and enjoy their home. We offer additional value to our customers by appreciating that every situation is different and focusing on understanding and caring for our tenant's individual housing needs.

During the Covid-19 pandemic we initiated a campaign to increase our tenants awareness that we are here for them and this has resulted in focused service offerings under the banner of Here4U.

**Tenancy Plus Here4U**  
Our number one priority is to help people  
stay in their homes.  
**We are here to help.**  
[Here4U@cirencesterhousing.org.uk](mailto:Here4U@cirencesterhousing.org.uk)

As Cirencester Housing is such a small team, to achieve this we must focus on quality and consistence of service to ensure that we deliver services to our customers and provide support and backup to our colleagues.

We look for a passionate and committed individuals to work with us to achieve this. Team working and flexibility combined with individual proficiency are essential in delivering smooth operations that fulfil regulatory requirements and business objectives.

We want your unique skills, knowledge and experience from life and work to positively and tangibly impact our customers, the team and our organisation's purpose. We value the contributions, perspectives and talents of our team members, encourage and support professional development for all staff.

I encourage you to learn more about us from our website [www.cirencesterhousing.org.uk](http://www.cirencesterhousing.org.uk)

If this opportunity to work for a small, local and customer focused housing association appeals to you, please do apply.



Sincere regards,  
*Maureen Margrie*  
Chief Executive

## Housing Administrator Role Profile

### Position Summary

As part of the Cirencester Housing team, and sensitive to the requirements of operating within a regulated environment, you will perform administrative activities and support the delivery of personable, high-quality customer service to Cirencester Housing tenants and leaseholders.

The Housing Administrator will engage with customers in response to their queries and will proactively interact with tenants to assist with rent income collection and debt reduction. Administrative activities will focus on entering and maintaining data in the housing management and other information systems and ensuring all activities are carried out to the highest standards of quality and professionalism.

The role reports into the Housing Manager but will provide support to the wider management team.

### Major Accountabilities

1. Own the housing management system as the 'Super User' for the organisation, ensuring data relating to customers, tenancies and repairs/maintenance is recorded accurately and on time, is maintained and up to date, is appropriately retained and archived, and is able to be suitably interrogated for reporting and analysis.
2. Support the Housing Manager with activities to maximise rental income and reduce risk of tenancy breaches including monitoring of payments, issue escalation, written communications, advising tenants directly, and actioning referrals and notifications to/from third party agencies.
3. Support the Head of Property Services with activities to support delivery of repairs and maintenance services including liaison with tenants and contractors.
4. Provide a responsive customer service to required standards and methods including dealing with general customer enquiries made by phone and e-mail/post. Ensure all customer feedback is captured in the housing management system and actioned appropriately, liaising with other team members where required.
5. Ensure own activity is conducted in compliance with the organisation's policies, processes and procedures and in a manner consistent with Cirencester Housing's Quality Promise and Values. Promote the same within the wider staff team.
6. Identify and share opportunities for continuous improvement in operational efficiency, processes and services, including own personal development and growth.
7. Work flexibly and collaboratively as a member of the wider staff team including undertaking other reasonable activities and duties as requested from time to time particularly during times of variable workload.

### Role Attributes

**Quality Commitment:** Wants to do the best they can; setting high work standards for self and others and taking pride in delivering these. Seeks to understand needs and priorities. Responds flexibly to changing requirements.

**Achievement focus:** Sets clear goals, seeking maximum results from available resources. Shows drive and determination in overcoming obstacles. Seeks continual improvement of self and organisational performance. Is aspirational for self and the organisation.

	<p><b>Problem solving &amp; decision-making:</b> Identifies and anticipates issues, objectively evaluates options, and selects best way forward promptly and without undue recourse to higher authority.</p> <p><b>Communication:</b> Listens effectively. Communicates clearly and consistently both verbally and in writing, adapting content to the task and audience.</p> <p><b>Influencing &amp; negotiation:</b> Wins the cooperation of others to get things done and resolves conflict by negotiating win-win solutions, modifying interpersonal style and behaviour according to the situation. Develops and uses a wide range of contacts to achieve goals.</p> <p><b>Planning &amp; organisation:</b> Manages time effectively. Develops effective procedures. Focuses on the right things, balancing conflicting priorities and meeting deadlines.</p> <p><b>Confidentiality &amp; Integrity:</b> Respects and shows consideration for others. Builds a climate of trust and openness. Deals with information confidentially and with discretion.</p>
<p><b>Position Prerequisites</b> (qualifications, experience)</p>	<ul style="list-style-type: none"> <li>• Maths and English GCSE Grade C (or equivalent) minimum</li> <li>• NVQ in housing management, customer services or a business management related subject would be an added advantage (or willingness to work towards)</li> <li>• Excellent IT and keyboard skills including intermediary to advanced level Office 365</li> <li>• A track record in 'first-line' and 'back office' customer service delivery</li> <li>• Experience working customer service management software, preferably as the system administrator</li> <li>• Experience working with, understanding of and adherence to quality systems such as ISO 9001</li> <li>• Awareness of data protection requirements/GDPR in employment and/or service settings</li> <li>• Exposure to registered housing provision and/or welfare benefit services an advantage</li> <li>• Understanding of the importance of equality, diversity and inclusion in employment and services settings</li> <li>• Experience working as part of a small organisation team</li> </ul>
<p><b>Hours &amp; place of work</b></p>	<ul style="list-style-type: none"> <li>• Working hours are generally 09:00 to 17:00 Monday to Thursday, 09:00 to 16:30 Friday (37 hours per week with a ½ hour unpaid lunch break)</li> <li>• The normal place of work is the office which is a Covid-19 Safe Work Place.</li> <li>• All employees are enabled to work from home to allow compliance with Covid-19 government guidance. Following the easing of lockdown restrictions, employees will return to working in their normal place of work.</li> <li>• Cirencester Housing has a flexible working policy under which eligible employees may request flexibly in terms of hours, times and place of work. Occasionally working from home or varying your start and finish times may be agreed with your line manager.</li> </ul>

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## How to Apply

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If this role excites you, please apply by navigating to this website:

<https://www.nfp-people.co.uk/job/housing-administrator-2/>

Applications will be received up to **noon 12<sup>th</sup> July**.

Following an initial review of applicants, we will contact those whom we may be interested in for an initial phone interview to shortlist to six candidates for an interview with the hiring manager.

Prior to that interview we will ask you to prepare by:

- Completing a Motivational Map<sup>®</sup> assessment (approximately 10 minutes)
- Completing an on-line Microsoft Office testing (approximately 40 minutes)

You may be asking, what is a **Motivational Map<sup>®</sup>** assessment? Unlike personality tests, this tool enables us, and, importantly you, to understand what motivates you and ensure this job has the potential to give you what you need to be motivated. You will be given your Motivational Map<sup>®</sup> report regardless of the outcome of your interview as a thank you for the time you have invested.

Following the 2<sup>nd</sup> interview, suitable candidates will be invited to a 3<sup>rd</sup> less formal interview to meet the team and Maureen Margrie, Chief Executive. We want you as well as us to be sure this role is right for you.

Cirencester Housing's schedule for this recruitment is as follows:

Closing date for receiving applications	12 <sup>th</sup> July at noon
Shortlisting and 1 <sup>st</sup> phone interviews	Complete by 15 <sup>th</sup> July
Invite candidates to complete Motivational Map <sup>®</sup> and Office on-line testing	16 <sup>th</sup> July
Conduct 2 <sup>nd</sup> interview (this may be at Cirencester Housing's office or by video)	Week of 26 <sup>th</sup> July
Conduct 3 <sup>rd</sup> interview (Cirencester Housing's office)	Week of 9 <sup>th</sup> August

We look forward to receiving your application.

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## Information for potential employees

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The following is for information only and is not to be construed as contractual in nature.

### 1 Working Hours & Location

Full time employees work 37 hours per week, with some flexibility on start and finish times. Monday is dedicated to responding to customer service queries. When working more than 6 hours/day, we recognise that it is important to take a minimum 30-minute unpaid lunch break and ask all our employees to do so.

Offices of Cirencester Housing are located: First Floor South Wing, Cotswold District Council Offices, Trinity Road, Cirencester, Gloucestershire GL7 1PX.

Our office is a **Covid-19 Safe Work Place** and Cirencester Housing complies with government guidelines. All employees are enabled to work from home and were encouraged to do so where reasonably practical in compliance with the guidelines.

With the easing of the government restrictions and subject to the health and safety procedures at the office, employees are returning to work in the office per their normal contractual arrangements.

**Cirencester Housing has a flexible working policy under which eligible employees may request flexibly in terms of hours, times and place of work.**

### 2 Personal and bank holidays

Employees holiday leave (personal, public and bank holidays) are pro rata based on their contract hours. Personal holiday leave runs from 1 April to 31 March of each year. A full-time team member receives annual leave entitlement for each full year of service as follows:

First 2 years of employment	25 days
After 2 years' service	27 days
After 5 years of employment	30 days

Public and bank holidays are additional to these days and staff are paid their normal basic remuneration during such holidays. Personal holiday is accrued on the basis of hours worked.

### 3 Wellbeing & Sick Pay

In accordance with our values, we are committed to supporting the team's wellbeing. However, we recognise that we all have periods when we cannot work due to sickness.

All employees are entitled to statutory sick pay (SSP) providing they have earned in excess of the Lower Earnings Limit, which is £118 per week before tax.

Cirencester Housing operates an enhanced occupational sick pay (OSP) for employees at its absolute discretion. Employees must comply with appropriate policies to be eligible for OSP.

OSP payments are cumulative within a rolling 12-month period and will be paid at basic rate of pay less the amount of any SSP applicable. Sick pay qualifying days are those which you are normally required to work. OPS payments to employees are as follows:

Following completion of the probationary period, 4 weeks full salary in any twelve-month period
2 to 5 years' service: 8 weeks full salary in any twelve-month period
Over 5 years' service: 10 weeks full salary in any twelve-month period

#### 4 Employee Assistance Programme

Cirencester Housing is committed to maintaining a positive and harmonious working environment, where everyone is able to make a full contribution to the best of their ability. Our people are our greatest asset, and we recognise that our organisation's success depends on your wellbeing, dedication and commitment. As such, we provide an independent, professional employee assistance programme for you and your family to access information, advice and counselling covering a variety of personal, family or workplace issues.

#### 5 Pension

Cirencester Housing is pleased to offer our employees a defined contribution pension with Scottish Widows Stakeholder Pension and a Salary Exchange scheme.

Autoenrollment minimum contributions for Cirencester Housing which comply with the Government requirements are included in the administration of our scheme. Unless notified otherwise by receipt of an opt out form, the pension administrator will automatically enrol new employees through the salary sacrifice scheme.

Salary exchange provides employers with the option of setting up their corporate pension scheme in a way which allows the employee to either increase their take-home pay or increase their pension contribution (by paying through salary exchange rather than directly). It also allows the employer to achieve cost savings through reduced National Insurance bills.

**We very much encourage and want to support our employees to save for retirement**, and as such, we offer enhanced pension contributions for all employees who have more than 6 months service. This means we will match your contribution 1.25 to 1 up to the percentage of your contract salary noted below. Employees can choose to contribute more to their pension up to the maximum allowed by the government.

Length of employment	Employee contribution	Employer matching contribution
<b>Start to 6 months (Statutory)</b>	5%	3%
Following 6 months of employment an enhanced defined contribution pension offering 1.25% match of the employee's contribution to a maximum percentage of:		
<b>6 months to 2 years</b>	5% to receive maximum employer match	6%
<b>Greater than 2 years</b>	8% to receive maximum employer match	10%

#### 6 Training and development

As part of your personal development programme, you and your line manager may identify additional training and development activities. Such opportunities may be planned into your work activity with the associated fees and costs paid for by Cirencester Housing.

#### 7 Salary Payments

Cirencester Housing pays employees monthly on the 20<sup>th</sup> into their designated bank account.

#### 8 Parking and Use of Vehicle

Parking is available at the office. We reimburse employees for use of their car for company business at the government approved mileage rates.