



**Administrator (part time – 26 hrs p/w)**

**Hastings Young Peoples' Service**

**Job Description**

**Ref: 997**

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## **Job Summary**

The post holder will be responsible for a range of administrative tasks and will assist the project in its rent collection and rent accounting duties. The post holder will have both telephone and face to face contact with residents, BHT staff and other professionals.

## **Responsible To**

- Deputy Manager
- Operational Manager
- Senior Manager – Support Services
- Through line management to the Trust's Board of Management.

## **Significant Working Relationships**

- Hastings Young Peoples Service clients
- BHT Sussex staff
- Hastings Borough Council
- Benefits Agency and Housing Benefit
- Relevant statutory and voluntary organisations concerned with the interests of clients

## **Duties / Responsibilities**

To undertake a wide range of administration tasks to include the following:

### **Office tasks**

1. To deal with incoming telephone calls when on shift, forwarding them to the appropriate staff member. To email messages to staff as necessary.
2. To assist with the daily correspondence of the Project.
3. To ensure sufficient stocks of stationery, office refreshments and computer consumables are maintained, liaising with staff in the other properties and suppliers accordingly.
4. To develop and implement systems that will be more accessible, robust and relevant to the work completed in the service. This will include but not restricted to, tools to record incidents of suspected drug use; systems to monitor stationary across all properties; weekly account information; etc.

**Admin/Finance tasks**

5. To provide administrative support to the project.
6. To maintain accurate, up to date records using the BHT client database system.
7. To operate the Projects rent accounting systems, including inputting of financial data, monitoring payments, voids and arrears in conjunction with BHT Finance Department and in accordance with BHT rent arrears Policy and Procedure. This will include scrutiny of Housing Benefit payments and service charge payments, liaising with key workers and clients to minimise arrears and to, where appropriate, liaise with the relevant agency (DWP/HB).
8. To oversee the issuing and continuous logging of client warnings in relation to financial aspects.
9. To work with the HYPS team, the BHT Finance Department and Housing Benefit to maximise rent income.
10. To extract financial and administrative reports from the rent accounting system and client database for the project Manager.
11. To maintain Petty Cash, including calculating and returning to Head Office.
12. To carry out banking as required.
13. To support HYPS Managers in collecting data for the purpose of reporting to the service funders including void levels, throughput and outcomes of the service.

**Other related tasks**

14. To place maintenance orders and complete any necessary administrative follow up work.
15. To provide an effective communication link to the BHT IT Support Service, including fault reporting.
16. To communicate with residents in the allocated place of work, ensuring they are informed of scheduled works, planned visits, and any messages for and behalf of external services.
17. To attend and participate in team meetings, line management supervision and annual appraisal.
18. To attend working groups as required.
19. To ensure that personal training needs are met, in conjunction with the deputy/operational manager of the project.
20. To undertake such other duties appropriate to the grade and character of the work as maybe reasonably required.
21. To support the team to turn void properties around within two weeks and maximise service utilisation in line with BHT policy.

22. To ensure the BHT Sussex Safeguarding Policy and Procedures, both Adult and Child Protection, are adhered to and any concerns raised accordingly.

23. To assist the Operational Manager in managing and executing Health and Safety action plans across the project.

It is the duty and responsibility of each employee to familiarise and comply with, BHT Sussex health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT Sussex and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT Sussex you may gain knowledge of confidential matters which may include manual, electronic personal and medical information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT Sussex's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.

Adherence to and ensure compliance with BHT Sussex's Safeguarding Policy and Procedure at all times. If, in the course of carrying out the duties of your role, you become aware of any actual or potential risk(s) to the safety or welfare of clients, these concerns must be reported to your line manager in the first instance.

Actively promote and live out BHT Sussex values of 'Inspiring Change'; 'Delivering Excellence'; 'Empowering People'; 'Being Accountable' and 'Collaboration'.

To assist with identifying and reviewing strategic risk, and to be responsible for the management of specific risks delegated to you from time to time".

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.