

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 postholder will have both telephone and face-to-face contact with residents, BHT staff and other professionals.

Responsible To:

- BHT Sussex staff
- Shore House management

Significant Working Relationships:

- BHT Sussex staff
- Shore House residents
- Brighton & Hove City Council contacts

Duties / Responsibilities:

- Responding to incoming queries via telephone and email, triaging where appropriate, as required.
- Provide administrative support for the whole project, developing and implementing filing systems.
- Maintaining all office equipment and supplies.
- Managing data storage points across the project, collecting data for quarterly and ad-hoc reports including those on staffing and void levels, and throughput and output of the service.
- Operating Shore House's rent accounting systems, including inputting of financial data, monitoring payments, voids, and arrears.
- Maintaining petty cash and carrying out banking as required.
- Placing maintenance orders and completing associated administration.
- Attending any working groups, team meetings and supervisions as required.
- Undertaking any other duties appropriate to the grade and character of the work as maybe reasonably required.

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.

It is the duty and responsibility of each employee to familiarise and comply with, BHT Sussex's 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.