



JOB DESCRIPTION

The Company

Wellington Mills Housing Coop is a resident-run social housing organization, working in partnership with the London Borough of Lambeth. Its current Directors consist of 14 board Members, who hold evening meetings once every month.

Wellington Mills manages and maintains 137 dwellings and a mixture of 108 Garages and Parking Bays, on behalf of Lambeth Council. It currently has around 11 Building Contractors on the approved list. The company runs from its own secure facility, and is usually manned by two office staff.

As well as carrying out repairs and maintenance duties, the Coop also organizes community events annually.

The Role: Housing Officer

Reports to: Estate Manager

Salary: Starting at £26,000

Hours: 9 – 5pm, Monday to Friday

Job Purpose: To support the Estate Manager and Management Committee in providing a high quality service to our residents, and to fulfill our obligations to the London Borough of Lambeth.

Key Responsibilities:

1. Tenant, Leaseholder arrears and income recovery duties, making contact with tenants and leaseholders regarding rents and service charges. (using Northgate)
2. Tenancy Management functions; sign ups, terminations etc. (using Northgate)
3. Handle telephone queries, ascertaining the most efficient route to satisfactory conclusion and in a manner which gives the public confidence that they are dealing with professional representatives of the company who are able to assist with their queries.
4. Record accurate information and determine the next course of action, referring to the Estate Manager (as appropriate) over issues where the relevant technical or practical experience is required to make a sound judgment.
5. Meet and greet visitors, manage incoming post and emails, and carry out general administrative and clerical duties as directed
6. Sending of batch mail to residents and committee members as directed by the Estate Manager and/or Committee members
7. Plan and coordinate social and community events for residents as required.
8. Assist the Estate Manager to manage the Repairs Logging system (CHICS) ensuring all new items are entered, progress updated and completed items closed
9. Assist the Estate Manager in ensuring all repair work is managed, as follows:
 - work orders raised
 - arrangements made with tenants for work to be done and confirmed in writing/by phone/email
 - arrangements made with contractors for work to be completed and confirmed by fax/letter/email
 - monitored on a daily basis to ensure that programmed works have been completed to the tenants' reasonable satisfaction by the subcontractors
10. Collate and record Caretaker's hours

Reg. Office: 24 Mead Row, London SE1 7JG

Telephone: 020 7633 0255 - Email: wellingtonmills@lambeth.gov.uk

Wellington Mills Housing Co-operation Ltd – Homes & Communities Agency Reg No C3278

VAT Reg: No. 480 – 1086 – 65; Industrial and Provident Agency No. 22877R

11. Making welfare calls to residences as directed and collating information from matters arising for the Estate Manager and committee members
12. Ensure general administration is managed on a daily basis, such that the office runs smoothly and that paperwork is kept accurately filed/stored in a tidy office environment and undertake all the appropriate archiving work.
13. Produce reports for Board Meetings as requested.
14. Assisting the TMO secretary by producing minutes for meetings and collating board members information, training materials etc.
15. Design, prepare and collate information, from current policies, procedures and issues arising, and assist in producing a quarterly Newsletter for distribution and enhancement of service delivery
16. Administer the sale of FOB keys and Garage access cards for residents and update the database.
17. Ensure familiarity with Wellington Mills' Health, Safety and Environmental policies and comply with employee responsibilities.
18. At all times comply with company policies, procedures and instructions.

Skills & Abilities

- Previous experience desirable
- Be able to demonstrate a good understanding of current housing issues
- Must have experience in working for a housing Organization and dealing with repairs
- Be conversant with IT particularly Northgate, Microsoft Office or similar packages
- Be able to demonstrate working with the minimum of supervision
- Be approachable and have a good telephone manner and interpersonal skills
- Have good written and verbal communication skills
- Income recovery experience desirable
- Knowledge and experience of using the housing CHICS software desirable but not essential

Knowledge

- Have an understanding of the role of Tenant Management Organisations

Education & Qualifications

- Good standard of education (minimum GCSE level)

Work Circumstances

- Ability to work in a non-discriminatory way and in accordance with equal opportunities, policies and procedures,
- Ability to work as a lone worker and confidence to carry out home visits alone
- May be required to work some weekends and evenings.