

# RLS Administrator

**Grade**

**H**

**Contract Type**

**Fixed Office**

**Housing and Customer Services Manager**



**RLS Scheme Manager**



**RLS Administrator**



**No Direct Reports**

**Department**

**Older Peoples  
Services**



**OPS**

## Role Overview

Support the delivery of high-quality Retirement Living Services (RLS), ensuring excellent customer service is achieved, performance is maximised and all activity supports the achievement of Your Housing Group's vision and is reflective of older peoples' aspirations.

This post is subject to a BASIC DBS check

## RESPONSIBILITIES

- Receive and respond to enquiries from residents and customers, guided by the RLS Scheme Manager/HCSM
- Provide reception cover for colleagues' absence/annual leave
- Prepare information and sign-up packs for the RLS Scheme Manager
- Arrange for customer contact and visits on behalf of the RLS Scheme Manager/HCSM, to enable them to meet performance targets on voids
- Provide administration support, including file management, inputting of information onto housing management systems and administrative tasks relating to office management (e.g., stationary orders, HR returns, building facility testing etc).
- Assist with logging repairs in conjunction with the Site Officers and contractors visiting site
- Assist the RLS Scheme Manager/HCSM with organising events and producing promotional materials
- Arrange meetings and taking meetings minutes to support RLS Scheme Manager
- Assist with the production of information for the team including word processing, database, mail merge, spreadsheets
- Undertake additional duties appropriate to the role and/or grade.

## Our values



**Honest  
& Reliable**

We are authentic,  
open and dependable;  
and we do what we  
say we'll do.



**Caring**

We show kindness  
and consideration  
to our customers  
and each other.



**Respectful  
& Fair**

We listen to people,  
and strive for equity  
and inclusivity in all  
that we do.

Through our **passion** for housing, more **people** have a **safe** place to call **home**

## STRENGTHS

- ✓ Excellent Communication skills, written and verbal
- ✓ Strong IT skills e.g. Microsoft Word, Excel, PowerPoint, Access, etc

## ESSENTIAL REQUIREMENTS

- ✓ GCSE Maths and English (or equivalent)
- ✓ Office Environment knowledge e.g. Filing, data input and administration tasks relating to office management (e.g. stationary orders)

## BENEFICIAL TO THE ROLE

- ✓ Experience of Housing Legislation and tenancy/housing management principles

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