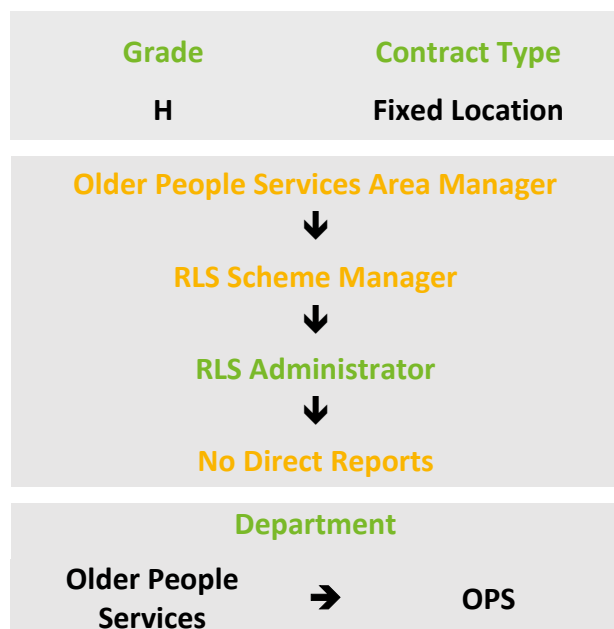


## ROLE PROFILE

# RLS Administrator



## Role Overview

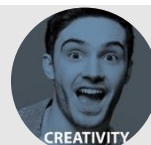
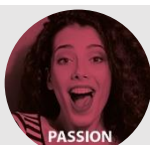
Support the delivery of high quality Retirement Living Services (RLS), ensuring excellent customer service is achieved, performance is maximised and all activity supports the achievement of Your Housing Group's vision and is reflective of older peoples' aspirations.

Subject to Basic Disclosure & Barring Service (DBS) Check

## RESPONSIBILITIES

- Receive and respond to enquiries from residents and customers, guided by the RLS Scheme Manager/Coordinator.
- Provide reception cover for colleagues' absence/annual leave.
- Prepare information and sign-up packs for the RLS Co-ordinator and make arrangements for customer contact and visits on their behalf, 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. stationery orders, HR Returns, building facility testing etc).
- Carry out general admin duties for the team including file management, inputting of information on to housing management systems (Orchard,) and administrative tasks relating to office management (stationary orders, HR Returns, building facility testing, etc).
- Assist with the production of information for the team including word processing, database, mail merge, spreadsheets.
- Assist with logging repairs in conjunction with the Site Officer and contractors visiting site.
- Assist the RLS Scheme Manager/RLS Co-ordinator with organising events and producing promotional materials.

## Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

- Arrange meetings and taking meeting minutes to support RLS Co-ordinator and Scheme Manager.
- Undertake additional duties appropriate to the role and/or grade.

### STRENGTHS

- ✓ Excellent communication skills, written and verbal
- ✓ Strong IT Skills eg Microsoft Word, Excel, PowerPoint, Access, etc

### ESSENTIAL REQUIREMENTS

- ✓ GCSE Maths and English (or equivalent)
- ✓ Office environment knowledge eg Filing, data input and administrative tasks relating to office management (eg stationery orders)

### BENEFICIAL TO THE ROLE

- ✓ Experience of housing legislation and tenancy/housing management principles