



**Key Responsibilities:**

1. Provide a reception function for the scheme, ensuring a positive and professional service.
2. Process referrals in accordance with policy and procedure and develop links with the referral agencies in order to ensure suitable referrals are made.
3. Lead on the allocations process, collating referrals and referral information, ensuring the team have the full information available to them to assist with the allocation process.
4. Responsible for the ordering of goods and supplies, creating orders and processing invoices through the eFinance/ePayables systems.
5. Provide administrative and clerical support using the IT systems effectively, collating data and statistics for report purposes.
6. Maintain filing systems, assisting the team with setting up case files, ensuring the correct documents are included.
7. Attend regular team meetings, taking minutes and action points from these meetings.
8. Data input into the ICT systems, ensuring the accurate and timely processing of information, to produce reports using this data.
9. Receive and distribute internal and external mail efficiently and effectively.
10. Operate within financial standing orders and cash handling procedures.
11. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
<b>Knowledge</b>		
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to relate to vulnerable customers, with ability to demonstrate empathy towards the needs of our customers</li> <li>• Good interpersonal and communication skills, with the ability to relate to a diverse range of people</li> <li>• Good administration and organisational skills, with ability to prioritise a busy workload</li> <li>• Ability to work unsupervised and use own initiative</li> <li>• Ability to use full range of IT packages</li> <li>• Ability to work accurately with figures, data and statistics</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in a busy office environment</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working as part of a team</li> </ul>
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>• GCSE Maths and English (or equivalent)</li> </ul>	

<b>People Management Responsibility?</b>	No line management responsibility
<b>Budgetary Responsibility?</b>	No budgetary responsibility
<b>Key Relationships (internal/external)</b>	Commissioners of the service, team members and the wider Supported Housing team. external agencies including the Local Authority, referring agents, partners and stakeholders
<p><b>Safeguarding of Children Young people and Vulnerable Adults</b></p> <p>Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.</p> <p>As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.</p>	

<b>Key Role Performance Indicators</b>
<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> </ol>

<b>Date Role Profile Created/Updated:</b>	<b>April 2020</b>
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