

## YMCA North Tyneside

### Job Description

Job Title:	Housing Finance Administrator
Salary:	£8.80 per hour
Hours of work:	15 hours per week
Commencing:	June 2017 or soon thereafter
Reporting to:	Housing Manager
Benefits include	Free gym membership, birthday off work (if working day)

### Organisational Context:

YMCA North Tyneside is a Voluntary Sector Organisation undertaking community programme work in areas of North Tyneside.

The post holder will be based in and around YMCAs' Church Way facilities in North Shields, NE29 0AB.

Over time YMCA North Tyneside has become recognised as a well established services delivery Voluntary Organisation in the area as well as playing an active role both sub-regionally and regionally.

This role is part of the care area of work around Accommodation. Other core areas are Health & Wellbeing, Training and Education, Families and Communities services, Support Services.

### Job Purpose:

As the Housing Finance Administrator you will be responsible for the housing function's rent accounting.

You will use the rent accounting system Pyramid to input data and monitor housing income from Housing Benefit, Universal Credit and personal rent payments.

You will be responsible for maintaining and developing an accurate and relevant dataset that underpins the effective operation of the housing function's income.

You will be required to manage data systems, providing analysis both proactively and reactively in order to improve the effectiveness of our work.



### **Main Responsibilities:**

As the Housing Finance Administrator you will be carrying out a range of duties including the following;

- To provide an efficient and effective financial administrative service as required
- To lead the delivery of a robust income management and arrears recovery service in accordance with policy and procedures, dealing with low-level arrears cases up to the point when more specialist input is required.
- Liaising with Housing Support staff to ensure Housing Benefit information requirements are actively pursued from residents enabling successful claims.
- To assist colleagues in achieving the greatest social and financial performance
- To contribute towards ensuring that individual licenses or tenancies remain sustainable for as long as possible by employing appropriate and tailored actions and strategies, such as prompt assessment of income and avoidance of personal arrears
- To take ownership and responsibility for efficiently resolving all queries through to a successful resolution as soon as practically possible

### **Reporting & Analysis**

Day to day use of Pyramid system in a rent accounting capacity, potentially including Tenant payment imports, Automated rent increases, Tenant cash receipting, Complaints and Nuisance management, Arrears Policy, Void Tracking and monthly reporting as required by our accounts function to interface Accounting and rent systems.

### **Quality & Security**

- Liaise regularly with Project Managers and staff, on a daily basis and in regular team meetings to monitor use of the system, ensuring quality, consistency and regularity of data entry
- Be proactive to investigate data quality issues and inconsistencies, producing exception reports on missing data.
- Responsible for data security systems
- Managing database licences, accounts, login details and permissions for the organisations

### **Other**

- To work within policies and procedures
- Occasional travel where required
- To undertake other reasonable duties as required by the organisation



**Relationships:**

The post holder will liaise with the following on a daily basis:-

- Senior Housing Support Worker
- Head of Housing
- Operations: Programme Support & Strategy (for monitoring/compliance)
- Housing Team at YMCA
- Residents
- Finance Director
- Finance Administrator
- Contacts at partner organisations and other organisations
- North Tyneside Council

Job Description agreed on: 11th May 2017

Post Holder signature ..... Date .....

**Job Title:** Housing Finance Administrator

Line Manager signature ..... Date .....

**Job Title: Head of Housing**

HR signature ..... Date .....

**Job Title: Head of Operations: Programme Support and Strategy**



## **SECTION B. Person Specification**

### **Qualifications:**

- Relevant IT qualification (Desirable)
- Training qualification (Desirable)

### **Essential Skills**

- Previous experience and understanding of social housing rent management and accounting systems such as Pyramid or Amis
- Strong database skills and confidence to produce standard and tailored reports
- Strong attention to detail and the ability to produce accurate work to required timescales while following guidelines and making sure staff comply with data integrity requirements.
- Capacity to innovate and think creatively with data and to understand what is and what is not possible with any data set
- Good standard of numeracy and literacy
- Ability to tell stories with data, including the ability to unpack, understand and present findings from raw data effectively.
- Knowledge and experience of administration
- Proficient in IT and office software

### **Personal and Communication**

- Experience of working in the public sector with vulnerable client groups
  - Excellent organisational and communication skills, particularly in relation to managing queries and liaising with colleagues
  - Ability to work effectively within a team setting and engage with a range of internal and external stakeholders
  - Experience of supported accommodation projects
  - To be persistent with staff concerning information or evidence required for Housing Benefit purposes yet have an understanding of the challenges presented to staff who are working with complex and chaotic young people who can be difficult to engage.
  - Ability to build strong working relationships with stakeholders and Local Authorities to ensure quick resolution of issues
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### **Experience**

- Experience and understanding of housing rent management systems
- Experience of communication with housing support staff in a similar setting or for a similar purpose
- Experience of working in the public sector in a finance related job role such in such areas as Child Support Agency / Job Centre Plus / Housing Benefit
- A record of achieving quality results
- Experience of maintaining confidentiality
- Experience of working with database systems

### **Motivation & Aptitude**

- Energetic, enthusiastic and a can-do attitude
- Strong problem solving abilities
- Have a flexible approach
- Able to work collaboratively with people across various departments
- The ability to work on your own initiative or with little supervision and to set priorities escalating issues to a higher level where necessary
- Ability to act in a professional manner and show resilience particularly if faced with challenges and setbacks.
- Willingness to undertake training on Homeless Link's InForm database where required
- Be in sympathy with the Christian ethos and values of YMCA North Tyneside

### **Desirable**

- Experience of working within the charity sector
- Knowledge of Data Protection Act

### **Other**

- Willing to travel on occasion as required
- The postholder will be subject to a DBS check



## **SECTION C: Terms and Conditions**

<b>Salary:</b>	£8.80 per hour
<b>Hours of work:</b>	15 hours per week
<b>Paid Leave entitlement:</b>	As per contract of employment
<b>Sick pay provision:</b>	As per contract of employment

### **Pension entitlement:**

You will be autoenrolled into the YMCA pension scheme, subject to meeting government set thresholds.

### **Period of notice offered and required:**

As per contract of employment

### **Conditions of appointment:**

- Subject to satisfactory references, and criminal background check through the Disclosure and Barring Service (DBS).
- A requirement to training / events / courses deemed relevant and appropriate when post requires.
- The first three months of your employment will be regarded as a probation period, during which time an assessment of your performance, conduct and attendance will be made. The completion of your probationary period will, however, be subject to a formal review and you will not have completed your probationary period until that review has taken place and you have been confirmed in post.

### **Miscellaneous:**

Outside paid employment must not take place within, overlap or interfere with YMCA contracted hours

This job description sets out the task requirements required of this post.

Along with the Staff Handbook and the letter of appointment it forms the terms and conditions of employment within the Association.

It is recognised that the Association is involved in a dynamic environment and as such, job descriptions will be required to be periodically reviewed and amended, reflecting any changing of the job. Such reviews will be carried out in conjunction with the staff concerned and one month's notice given of any change in the job description.

