

Housing Plus Group

Job profile and person specification

Role title	Scheme Administrator	Date	March 2025
Reports to	Housing and Wellbeing Manager	Version	2
DBS	Enhanced DBS		

Role Purpose

- To provide administrative support as directed by the Service Manager.
- To deal face to face and over the phone with internal and external customers.
- The development and maintenance of administrative systems in relation to the delivery of support, training, recruitment, management of tenancies and financial systems for Care Plus Working with other members of the Care Plus team and the Group to provide a high quality and cost-effective service which demonstrates value for money.

Main accountabilities: List in order of priority, the major activities, or functions necessary to achieve the job's end results.

- Using a variety of software packages to produce correspondence and documents and to maintain presentations, records and spread sheets.
- To devise and maintain office systems.
- To book and prepare rooms for meetings.
- To keep up to date internal databases.
- To attend meetings, take notes and keep minutes of meetings.
- To work with managers to maintain the system to ensure the correct rotas are in place and support plans are updated.
- To liaise with staff at the service and across departments.
- To liaise with customers, the relatives of customers, and customers visitors.
- To liaise with Care Plus and Housing Plus partners, contractors and stakeholders.
- To order and maintain stationery and equipment.
- To sort and distribute incoming and outgoing post.
- To organise and maintain appropriate paper-based and electronic filing and storage systems consistently with data protection requirements.
- To photocopy and print a variety of documents as required, including the preparation of papers for meetings.
- To use a wide variety of communication methods effectively – written correspondence, face to face, telephone, social media and reporting.
- To take messages, document concerns and signpost enquiries in an accurate and timely manner consistent with the need and urgency of the matter.
- To diarise and book meetings and appointments for the Service Manager as appropriate.
- To manage and maintain petty cash in accordance with Care Plus procedures. To raise purchase orders in accordance with Care Plus procedures.
- To ensure the safe handling of monies at the scheme, maintaining financial records in accordance with Care Plus procedures.
- To log any tenancy related issues raised by tenants in regards of the property, repairs and invoices etc.
- To maintain an effective archiving system.
- To ensure that the values of the organisation are displayed throughout all work activities.
- To take personal responsibility for your health and safety and that of others in a manner that is consistent with your statutory obligations and the Health and Safety Policy.
- To adhere to and contribute to the Quality Assurance Framework
- To follow all relevant policies and procedures
- To carry out any other duties commensurate to this post, as necessary or as requested.

Financial responsibility: Enter below any revenue, operating or capital budgets for which the role is accountable.

Health and Safety: To be aware of the H&S risks in the work area and when out on site and follow the H&S Policy and Procedures laid down by the Group.

In order for Managers to achieve our Health & Safety aims and objectives you will be conversant with the Current Health And Safety Policy on the Intranet in particular the Statement of Intent and section 5 of the Policy "Health & Safety Responsibilities".

Role Specific responsibilities example

- None

Data Protection:

- To follow the Data Protection principles in all work activity
- To attend any training specific to the role regarding GDPR
- To ensure direct reports are aware of and manage data securely and within the organisation parameters.

People responsibility: Indicate below the number of employees for which the role has supervisory / management responsibility.

Direct reports	Indirect reports	Total employees
0	0	0
Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities: Project Management related to role activity – managing change, implementation of new systems		Essential / Desirable
Knowledge, skills and abilities: Describe the knowledge, skills and abilities required for the job. Include the need for any academic, vocational or professional qualifications.		
1	Qualifications:	
	GCSE English or equivalent through training and/or experience	E
2	Relevant Experience:	
	Knowledge of basic payroll and recruitment processes	D
	Previous office administration experience	D
	Evidence of delivering our organisation values in a previous role	E
	Knowledge and understanding of Database systems	D
	Knowledge and understanding of email and Internet	E
3	Skills and Abilities:	
	Computer literate, including a good working knowledge of Microsoft Office products; Word, PowerPoint, Access and Excel	E
	Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect	E
	The ability to demonstrate discretion and confidentiality at all times	E
4	Customer service and quality focus:	
	A commitment to and understanding of good customer service	E
	Attention to detail and a high level of accuracy	E
	Earns others' trust and respect through consistent honesty and professionalism in all interactions	E
	Diligently attends to details and pursues quality in accomplishing tasks	E
	Analyses practice, systems and processes, policy and procedure against practice and makes suggestions for improvements	E
5	Achievement Orientation:	
6	Thinking Style:	
7	Communicating:	
	Excellent written and verbal communication skills	E
	Ability to compose clear and accurate letters and reports	E
	Ability to give clear and accurate information over the telephone	E

8	Planning and Organising:	
	Good organisation skills and attention to detail	E
9	Personal Motivation and Commitment:	
	Seeks and encourages feedback, responds meaningfully with a focus on quality, engagement and service improvement. Examines data to grasp issues, draw conclusions, and solve problems	E
10	Managing, Leading and Team Working:	
11	Persuasion and Influencing:	
12	Equality and diversity:	
	Ensure the Groups Equality scheme is fully implemented at all times.	E
	Treat all customers (external/internal) fairly, equally and to a high standard	E
13	Special Requirements:	
	This post does not require the post-holder to carry out duties of a physical nature other than light lifting.	E
	Enhanced Disclosure and Barring Check	E
	Care Plus operates seven days a week and there may be an occasional requirement to work early starts, evenings and weekends.	E

Further relevant information

Training Plan

Professional development plan in line with specific role training plan

Mandatory training	Role related training	Person Specific training
General Data Protection Regulation	First Aid	
Cyber security in the workplace	Manual Handling	
Safeguarding Adults	E-learning modules	
Complaints Awareness		