

Job Title : **Housing Administration Assistant**

Grade: **EVH Grade 4**

Reporting to: **Senior Housing Officer**

Responsible to: **Director of Housing**

Job Summary

To support the effective delivery of the Association's housing services by providing high-quality administrative, customer service, and corporate support. The role ensures a professional frontline service, accurate record-keeping, and smooth organisational operations across multiple functions.

Key Responsibilities

- Deliver a welcoming and professional reception service for visitors and telephone enquiries.
- Provide accurate advice and information on Association services and signpost customers to relevant external services.
- Maintain up-to-date public information within reception and support One Stop Shop service delivery.
- Receive and record rent and factoring payments daily across all tenures.
- Provide tenants with rent account information, including statements on request.
- Ensure correct banking procedures in collaboration with Finance staff.
- Support Housing Officers with processing direct debit payments.

Applications & Allocations

- Provide applicants with housing and waiting list information.
- Assist with assessing applications, entering data into systems, and maintaining accurate records.
- Liaise with Shetland Islands Council regarding applicant referrals in line with procedures.
- Support waiting-list management, generate reports, prepare Choice Based Lettings adverts, record expressions of interest, and prepare new tenancy documentation.

Asset Management Support

- Record maintenance requests and liaise with the Technical Assistant.
- Issue works orders within required timescales and manage contractor key access in line with procedures.

Corporate Support

- Attend meetings, take accurate minutes, and prepare documentation for review.

- Support the Chief Executive and senior team with issuing AGM, SGM, and Committee papers.
- Maintain member attendance records and organisational registers (e.g., shares, complaints).
- Assist with corporate reporting, project tasks, surveys, travel arrangements, newsletters, website updates, and media monitoring.

Administrative Support

- Handle incoming and outgoing mail daily.
- Provide general administrative assistance including photocopying, filing, and document management.
- Maintain office supplies within agreed budgets.
- Ensure office equipment such as printers, copiers, and franking machines are stocked and operational.
- Arrange meetings and corporate events including room bookings and catering

General Duties

- Deliver services sensitively, recognising the needs of vulnerable tenants and clients.
- Uphold Equal Opportunities and Health & Safety policies.
- Engage in relevant training and maintain up-to-date procedure files.
- Work collaboratively with colleagues to support efficient organisational operations.
- Undertake any other appropriate duties as delegated by the Director of Housing
- Standard hours: 35 hours per week, Monday–Friday, with occasional out-of-hours work for meetings or training.

Person Specification – Housing Admin Assistant

The selection panel has identified this comprehensive specification for ideal candidates. They will consider candidates against these and will shortlist using these criteria. Candidates are encouraged to apply if they meet all required criteria but not necessarily all desirable requirements.

Education & Qualifications	Essential	Desirable
	Minimum of 4 x National 5 qualifications, including English	Relevant administration or housing related qualification (e.g SVQ or equivalent)
		Training in customer service, data protection or minute taking
Experience & Knowledge	Essential	Desirable
	Experience of working in a customer facing or reception role	Experience within a housing association, local authority, or similar service-focused organisation
	Experience in administrative duties such as filing, data entry, document handling, and record keeping.	Experience handling payments or cash-receipting processes.
	Experience working collaboratively within a team environment	Experience taking meeting minutes or supporting committees/boards
	Understanding of the importance of confidentiality and data protection	Experience working with confidential information and maintaining compliance requirements
	Awareness of customer care principles.	Basic understanding of housing services and social housing allocation processes.
	Competent in the use of IT systems including Microsoft office applications	Awareness of health & safety and equalities legislation relevant to service delivery
Skills & Abilities	Essential	Desirable
	Strong communication skills, both verbal and written	Ability to draft clear, accurate written materials such as letters, reports, and minutes

	Ability to provide a calm, courteous, and professional service to the public	Problem-solving skills and the ability to use initiative appropriately
	Excellent organisational skills with the ability to manage multiple tasks and prioritise	
	High level of accuracy and attention to detail	
	Ability to work independently and as part of a team.	
	Resilient and able to remain calm under pressure	
	Ability to learn complex systems quickly	
Other Requirements	Essential	Desirable
	Willingness to undertake relevant training	
	Ability to work occasional evenings for Committee meetings or training	

Reviewed January 2026