Registered Charity No. 243044

Job Description

Job Title:	**Business Resource Centre Administrator**
Department:	**Business Resource Centre**
Responsible to:	**Business Resource Centre Manager**
Location:	**NCVS, and other sites if required**
Hours:	**37.5 hours per week; Monday – Friday, but to include bank holidays, evenings and weekends as required**
Salary:	**£18,000 per annum**

Job Purpose

- To assist in the smooth, timely and efficient administration of the Business Resource Centre (BRC) by providing high quality administrative support for current BRC projects
- To ensure the efficient, accurate and timely submission of Housing Benefit claims, collection of rents, out of school and camp payments and submission of reports and statistics
- To provide assistance to Housing staff in relation to residents claiming benefits, grants etc in order to sustain their tenancy
- To provide an efficient and professional administrative service to Department Managers
- To support the development of an organisational culture that puts our Christian Core Values - Caring, Honesty, Respect and Responsibility - at the centre of all we do

Principal Responsibilities

1. Ensuring the efficient collection, monitoring and recording of rents, Housing Benefit claims and other processes and ensuring all monitoring is accurate and timely using appropriate software packages and communicating with the Finance Team
2. Raising rent reminders and termination notices
3. Assisting Housing team members to ensure the residents in our accommodation are fully and appropriately supported with regard to financial and benefit support
4. Using current databases for monitoring and amending residents rent, and processing Housing Benefit payments
5. Taking bookings for all Children Services projects including, but not limited to, Day Camps and breakfast and after school clubs
6. Using databases to monitor camp and out of school club bookings, allocate payments and run periodic registers and reports
7. Dealing with internal and external telephone enquiries and face to face enquiries maintaining a high level of customer care at all times
8. Compiling and presenting statistics, key performance indicators, bad debt reports and end of month returns
9. Ensuring the efficient collection, monitoring and recording of financial data, and invoices and submitting this to the Finance Department
10. Dealing with incoming and outgoing mail (electronic and paper)
11. Attending team meetings, taking minutes and distributing to all relevant staff as required
12. Undertaking administrative duties including word processing, responding to correspondence, data entry, filing, photocopying and taking notes at meetings
13. Providing cover for other BRC staff as required including covering the switchboard etc
14. To train and support colleagues, temporary workers, apprentices and trainees to ensure their proficiency in administrative duties

Responsibilities of all YMCA staff, casual workers and managers

1 Ambassador for the YMCA

To act as an advocate and ambassador of the YMCA; promoting and exemplifying the YMCA's core values, mission, vision, and ethos and to positively and proactively protect the YMCA's reputation.

2 Other duties

To undertake any other duties and responsibilities as may be assigned by your Line Manager or anyone else designated by the Chief Executive Officer, as necessary. To work in a flexible way to ensure that workload is completed and to undertake any other jobs commensurate with the seniority of the post.

3 Discretion to act

To exercise discretion in the performance of the duties of the post, to use best practice and to ensure the effective and efficient use of resources.

Nothing in this Job Description is intended to authorise the post-holder to undertake responsibilities that belong properly to trustees and members of the Executive Management Team unless properly authorised to do so by the Chief Executive Officer directly or through an appropriate manager.

4 Relationships and confidentiality

To establish, maintain and enhance team-working with colleagues and staff of Nottinghamshire YMCA and to keep confidential all information about individuals and the business of Nottinghamshire YMCA. Any breach of confidentiality will be treated seriously and may lead to dismissal.

5 Association ethos

To support the Christian ethos and core values of the Association. The Association is committed to equality of opportunity and expects all staff and casual workers to abide by our Equality and Diversity Policy.

6 Health and Safety

To adhere to the Association's Health and Safety policies.

Line Management Responsibility:

No line management responsibilities but the post holder will be expected to supervise work experience placements, casual workers, trainees etc as required

Person Specification

Please ensure that you address all the requirements marked with an "A" in the final column as we will be looking for this information when Shortlisting.

Job Title: Administration Assistant

Area	*Criteria*	*How Assessed**
1 Experience	1.1 Experience of working in a busy administrative role	A, I
	1.2 Experience of working in a Housing Benefits or rents related role	A, I
	1.3 Excellent customer service experience – dealing with enquiries/complaints both face to face and over the telephone	A, I
	1.4 Experience of handling confidential information appropriately	A, I
	1.5 Experience of working in a supported housing or social care environment	A, I
2 Skills and Abilities	2.1 Ability to manage own workload and to work quickly to deadlines with a high degree of accuracy	A, T
	2.2 Ability to handle interruptions professionally and to maintain concentration	A
	2.3 Excellent verbal and written communication skills	I, T
	2.4 Ability to work alone and as part of a team	A, I
	2.5 Ability to deal with difficult situations calmly and effectively	I
	2.6 Ability to understand and work with the issues affecting homeless people, refugees, care leavers, ex offenders and those with drug and alcohol issues	A, I, T
	2.7 Ability to support the Christian core values of the Association	A, I
	2.8 Willingness to undergo a satisfactory enhanced DBS check and to register with the DBS Update Service **OR** hold a satisfactory enhanced DBS check for the correct workforce plus existing registration for the DBS Update Service	D
	2.9 Ability to understand the needs of people from diverse backgrounds	A, I
3 Education/ Training / Qualifications	3.1 GCSE or equivalent in Maths, IT and English	A
	3.2 Excellent working knowledge of Microsoft Word, Excel, Outlook and Access	A, I, T

	3.3 Knowledge of the UK benefits system, personal budgets and current housing legislation	I

***How Assessed** – (A) on application form, (I) at interview, (T) during a test, (D) from documentary evidence e.g. qualifications, driving license etc (relevant documents will be checked at the interview stage)

Nottinghamshire YMCA is committed to promoting diversity and practicing equality of opportunity

Nottinghamshire YMCA is committed to the protection of children, young people and adults at risk