

ADMINISTRATOR HOUSING, CARE & SUPPORT

Job Description

Responsible to:	Head of Housing, Care & Support
Responsible for:	No direct line management responsibilities, however, the postholder is expected to be able to manage their workload independently with minimal supervision.
Hours of Work:	35 hours per week, generally worked within office hours, Monday to Friday, with occasional evening and weekend work
Salary:	£26,934.00
Work Location:	The YMCA offices in South Ealing. Will also be required to work regularly from the various sites within YMCA SPG.

Job Purpose

The Administrator for the Housing, Care & Support department plays a vital role in supporting the effective delivery of YMCA St Paul's Group housing and support services.

The postholder will provide high quality efficient administrative and clerical support to the senior Housing, Care and Support team, ensuring the smooth operation of housing services and support programmes.

The role involves maintaining accurate records, supporting communication with residents, other service users, staff, and external agencies and assisting with compliance records for regulatory bodies, ensuring up to date information on the department is available on the intranet and for reporting purposes.

Organisation Context

YMCA St Paul's Group is a charity that aims to support and empower young people and communities throughout London by providing life-changing youth work, essential community services, inclusive health and wellbeing centres, and supported accommodation for those who are at risk of homelessness.

The organisation aims to create thriving places for young people and flourishing communities. With a commitment to long-term transformation in mind, body, and spirit, YMCA St Paul's Group has served the community for over 150 years.

Duties and Responsibilities

1. Administrative & Departmental Support

- a. Provide comprehensive administrative support to the senior Housing, Care & Support team and the wider housing team as required.

- b. Act as an integral part of the Housing Department, supporting team members and contributing to departmental objectives.
- c. Liaise with internal departments and external agencies to ensure effective coordination of activities, including regulatory returns and reports to commissioners.

2. Recording, Reporting & Information Management

- a. Maintain accurate and up-to-date records, spreadsheets, and databases
- b. Management of 'Care Place', a system used by a number of local authorities to commission work
- c. Manage electronic filing systems on shared networks, ensuring accessibility and organisation
- d. Use Microsoft Office applications effectively

3. Compliance and Quality Assurance

- a. Ensure all records comply with data protection, retention and confidentiality requirements.
- b. Maintain accurate documentation relating to safeguarding, health and safety and compliance.
- c. Support audits and quality assurance activities.
- d. Track and monitor key performance information and deadlines.

4. Care Place Referrals and Placement Coordination

- a. Manage and coordinate referrals received through the Care Place system from local authorities, healthcare providers, and partner agencies.
- b. Review referral information to ensure all required documentation and assessments are complete and accurate.
- c. Assess referral criteria against available housing and support services and match individuals to the most appropriate housing project based on their needs, risks, eligibility, and support requirements.
- d. Maintain accurate records of referrals, placements, waiting lists, and outcomes using relevant databases and case management systems.
- e. Monitor housing voids and availability to support timely placement decisions.

5. General Responsibilities

- a. Provide secretarial and administrative support to the housing department as requested by the Head of Housing, Care & Support. This may include: arranging meetings for the regional managers; taking minutes; dealing with telephone messages; and making process improvements.
- b. Undertake other general administrative tasks, including use of office equipment such as printers and binding machines.
- c. Support small project work and information gathering as required.
- d. Liaise with HR to support staff engagement activities (e.g. conference meetings, organising birthdays for staff managed by the Head of Housing, Care & Support).
- e. Carry out any other duties reasonably required by the Head of Housing, Care & Support or their representative

6. All staff:

- a. Attend all relevant training and development programmes.
- b. Attend all relevant cross departmental and company meetings as and when required.
- c. Undertake all duties with regard to the charity's Equal Opportunities and Diversity Policy and other policies and procedures adopted by the charity.
- d. Respect the Christian ethos of the YMCA and uphold its values.
- e. Undertake any other duties as requested by line manager.

Scope and Limits of Authority

- ▶ The post holder is able to determine day-to-day priorities under the direction of the Head of Housing, Care & Support
- ▶ The post holder will have the authority to purchase equipment and refreshments within the limit set on their expenses card.

Person Specification/Key Competences

The postholder should ensure that all matters dealt with in the course of their work are treated with discretion and remain confidential. Postholders are expected to be aware of work pressures on other administrative colleagues and proactively offer to assist where their workload allows.

KNOWLEDGE	
Essential	Desirable
GCSE's including Maths & English	Recognised typing qualification (e.g. RSA Stage III typewriting)
Excellent knowledge of Microsoft Word, Excel, Outlook (including calendar management)	Level of education beyond A-Levels
Excellent command of English Language (including spelling and grammar)	Knowledge of housing management systems and databases.
IT literate, able to learn and take on new software packages	Understanding of safeguarding, data protection, and confidentiality requirements
Strong knowledge of office systems and procedures	Knowledge of housing services or regulatory environments.

EXPERIENCE	
Essential	Desirable
Previous experience in an administrative or office support role.	Experience working within housing, social care, supported housing, or a related sector.
Experience providing administrative support to senior staff	
Experience in diary management, meeting coordination, and correspondence handling	

APTITUDES AND SKILLS	
Essential	Desirable
Proven secretarial skills and the ability to produce accurate documents to a high standard of presentation, working to tight deadlines	
Able to deal with confidential and sensitive issues with tact and diplomacy, maintaining loyalty at all times	
Excellent communication skills with a wide range of people and organisations, in writing and verbally (both face-to-face and on the telephone)	
Good self-organisation skills as well as the ability to manage others	
High attention to detail and accuracy	
Ability to take accurate meeting minutes	
Ability to work on own initiative, self-motivated and proactive	
Pragmatic approach to work duties and responsibilities	
Open to challenges and problem solving	

APTITUDES AND SKILLS	
Essential	Desirable
Good team player with common sense and flexible approach to work, willing to adapt to regularly changing situations	
Committed to providing a high-quality service	
Must be able to work under pressure and to tight deadlines	
Understands self and is conscious of the implications of their actions with others. Acts with integrity and honesty	
Commitment to safeguarding and promoting the welfare of children, young people, and vulnerable adults.	
An understanding, respect and empathy for YMCA Vision, Mission and Values including its Christian ethos	
Has a commitment to YMCA 's Equal Opportunities and Diversity Policies	

ADDITIONAL REQUIREMENTS	
Essential	Desirable
Flexibility to work occasional evenings or weekends if required	
Ability to travel between YMCA sites where necessary	
DBS check required (appropriate level)	

EMPLOYEE BENEFITS PACKAGE

✓ **Association Facilities**

We have a number of sporting facilities including fitness centres, sporting facilities, sauna and a wide ranging timetable of activities and exercise classes, all of which can be used by staff without charge depending on availability. At busy times, entrance for staff may be refused.

✓ **Overtime/Additional hours**

Overtime is not paid, but time of in lieu will be given for additional hours worked.

✓ **Employee Assistance Programme (EAP)**

We provide staff, through an external organisation, with a comprehensive, independent and completely confidential advice service offering assistance on a range of issues, including personal relationships, bereavement or personal finance matters. The service is available either online or via telephone 24/7, 365 days per year.

✓ **Learning and Development**

We offer a wide range of training programmes, flexible working options and opportunities for personal development.

✓ **Company Events**

YMCA St Paul's Group has annual staff team events held at attractive external venues aimed at integrating and developing our staff teams, as well as celebrating our successes.

✓ **Season Ticket Loan**

Eligible staff can apply for an interest free season ticket loan for commuting to work.

✓ **Staff discounts**

Discount of 15% on food purchased in any YMCA canteens or cafés.

✓ **Other**

Car parking is available at some sites, but there are limited spaces available and some have restricted use. Others are allocated on a first come first serve basis. We encourage staff to use public transport as a priority in order to alleviate the burden on the limited spaces available and to allow our customers and members who regularly visit our sites to have access to our services. Please contact your local Area Director for further information.