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## **Business Partner – Rent and Tenancy Administration**

### **Job Description**

Responsible to:	Rent and Tenancy Administration Senior Business Partner
Responsible for:	N/A
Salary:	£30,211.58
Hours of Work:	40 hours per week, generally worked within office hours, Monday to Friday, with occasional evening and weekend work
Work Location:	Walthamstow or one of the YMCA St Paul's Group main locations in Wimbledon, Ealing or Surbiton. Will also be required to work regularly from the various housing sites within YMCA SPG. Remote working is available one day a week.

### **Job Purpose**

The rent and tenancy administration team plays a key supporting role in the provision of supported housing services. Whilst the team does not have a case load of residents, they are encouraged to take an active interest in all areas of the supported housing projects. Business Partners are expected to make regular visits to sites, meeting frontline staff and residents to gain an understanding of the services provided and challenges faced by residents and staff in our homeless hostels.

Business Partners will complete all essential housing administration related tasks and production of Key Performance Indicator data, in accordance with policies and procedures. They will assist with implementation of new systems and processes that maximise the performance of Housing Support services, including, but not limited to, IT systems and training and development relating to rent and tenancy administration.

### **Organisation Context**

The vision of YMCA St Paul's group is of 'places where young people thrive and communities flourish'. Its mission is to be 'an inclusive Christian Association transforming communities so that all young people can belong, contribute and thrive'. We are inclusive of all faiths and none - we seek to welcome everyone, offer excellence in all we do, inspire hope in others for what they might achieve and strive to grow and develop both people and places.

YMCA St Paul's Group (SPG) emerged from the coming together of four separate Associations over an 18-month period. The group is the largest YMCA in Europe and

one of the largest providers of supported housing in London and beyond, providing a safe place to stay for over 1,200 residents each night.

As well as accommodation, education and training, the Association is focused on the transformation of communities through its 6+ Health and Wellbeing Centres, including an outdoor swimming pool and a wide range of Children, Youth and Family programmes including nurseries, after school clubs and soft play centres. We actively explore opportunities to work in partnership with external organisations and agencies which have a common goal to deliver excellent services and activities. Through merger and accompanying new investment we expect the range, reach and impact of our services to grow so that we can better realise our vision.

## **Duties and Responsibilities.**

### **1. Rent and Tenancy Administration**

- a) Complete rent and tenancy administration tasks, as delegated by Senior Business Partner, which include but are not limited to –
  - i. Investigate and rectify any discrepancies in current and former residents rent accounts – responsibility to be confirmed on case by case basis
  - ii. Manage centralised Rent and Tenancy Administration e-mail inbox
  - iii. Process all tenant moves in and out of accommodation units on all housing management & support systems
  - iv. Posting of all housing income onto residents rent accounts
  - v. Ensure correct rental charges for all residents, maintaining correct allocations – including –
    - 1. Personal service charge
    - 2. Housing Benefit
    - 3. Overpayment deductions
    - 4. Social Services
    - 5. other charity
    - 6. Universal Credit rent assignments
  - vi. Ensure correct property charges are setup for all properties
  - vii. Run weekly rent debit and provide reports to finance team
  - viii. Perform Month End, Quarter End and Year End procedures
  - ix. Produce reports and liaise with finance team over reconciliation queries
  - x. Correct errors in a timely fashion, including –
    - a. Account adjustments
    - b. Deletion of duplicates
    - c. Reallocating payments
    - d. Correcting charges
  - xi. Produce accurate arrears and tenancy reports for housing managers
  - xii. Provide a resource for support workers to better understand their resident's rent accounts

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- xiii. Maintain accurate property records e.g. adding / removing properties
  - xiv. Overall system administration of all housing rent and support systems, e.g. Pyramid, Inform etc. including
    - a. creation of accounts
    - b. resetting passwords
    - c. User management
  - xv. Ensure that CORE Survey responses are carried out when required, in accordance with requirements and reviewed on at least a quarterly basis
- b) Carry out all tasks with the objective of improving performance across the organisation in relation to rent and tenancy administration.
- c) Take responsibility for a geographical area of the Housing, Care and Support department and an area of specialism, e.g. Housing Benefit adjustments, user administration etc.
- d) Build productive relationships with SPG housing projects and their income sources; local authorities, housing benefit departments, DWP, social services, and other charities.

## 2. Finance and budgetary management

- a) Maintain accurate financial and performance records, and produce reports as and when required.
- b) Support the Senior Business Partner to provide data which facilitates the setting of annual budgets
- c) Support the Senior Business Partner with providing data which facilitates the annual Service Charge and Rent setting process.

## 3. Policy and systems reviews

- a) Complete tasks that support team objectives within operational plans to support the strategic objectives relating to rent and tenancy administration.
- b) Provide information and data in situations where new housing projects require rent and tenancy administration support.
- c) Complete tasks that relate to the administration, development and roll-out of existing and new housing IT systems, including but not limited to InForm, Pyramid and legacy IT systems, as instructed by Senior Business Partner.

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- d) Provide data and information that support developing and reviewing of Housing, Care and Support policies and procedures relating to rent and tenancy administration in line with business need, best practice and statutory requirements.
- e) Support Senior Business Partner by carrying out tasks that ensure the business meets relevant regulatory and legislative requirements relating to the provision of rent and tenancy administration as mandated by the Regulator of Social Housing (RSH), Care Quality Commission (CQC) or any other relevant body.

## 4. Advice and Support

- a) Provide efficient, effective and business-focused advice on matters relating to rent and tenancy administration to managers and staff. Where opportunity and risks are identified, highlighting these to the Senior Business Partner.
- b) Make regular contact with managers, including regular attendance at relevant management team meetings and issue-specific business meetings to ensure in-depth knowledge of the business to enhance the provision of advice on rent or tenancy administration matters.
- c) Liaise regularly and pro-actively colleagues across the whole business to ensure knowledge-sharing and consistency of practices and to act upon feedback issues from the field with impact on rent and tenancy policies and procedures.
- d) Build a coaching and consulting role with managers to help them deal with rent and tenancy administration issues to help them develop high performing teams and support residents to maximise their income.
- e) In collaboration with Organisational Development team deliver training to enable effective rent and tenancy administration and the maximisation of our residents and YMCA's income.

## 5. Service Provision

- a) Complete tasks that contribute to Housing Care and Support projects and initiatives including external accreditation, HACT social impact benchmarking and any other relevant projects that improve the quality of service within the Housing, Care and Support department, as delegated by the Senior Business Partner.
- b) Ensure robust performance monitoring tool(s) are utilised for the regular monitoring of performance levels.
- c) Assist the Senior Business Partner with rent or service charge Tribunals by providing data or information as needed.

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## 7. General

- a) Ensure compliance with all relevant legislation including Safeguarding, Confidentiality, Data Protection and Health and Safety guidelines and policies.
- b) Attend all relevant training and development programmes.
- c) Attend all relevant cross departmental, and Corporate Office meetings as and when required.
- d) Undertake all duties with regard to the Association's Equal Opportunities and Diversity Policy and other policies and procedures adopted by the Association.
- e) Respect the Christian ethos of the YMCA and uphold its values.
- f) Undertake any other duties as requested by line manager, commensurate with the level of the role

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## Person specification

Knowledge and Qualifications	
Essential	Desirable
A good understanding of the issues affecting supported housing	Working towards a qualification in Finance or Accounting.
An understanding of relevant housing legislation	
Working knowledge of government welfare benefits policy and guidance	
An interest in the reduction of homelessness, supported housing, the benefits system, technology and big data.	
Experience	
Essential	Desirable
Experience of working in Supported Housing	Experience of facilitating rent and tenancy administration within a social housing setting
Experience of facilitating rent and tenancy administration	Experience of being part of IT systems implementation project teams
Experience of dealing with welfare benefits and a good understanding of the current context	
Experience of designing and delivering training to staff	
APTITUDES AND SKILLS	
Essential	Desirable
Acts with integrity and honesty	
An ability to work across different sites and historically different services with a view to bring them together in a consistent manner	
Able to develop and maintain positive working relationships with others	
Able to form non-judgemental and constructive relationships, especially with vulnerable people, whilst holding clear boundaries	
Able to produce reports and present work analytically	

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Excellent communication and interpersonal skills	
Able to confront difficult situations and reconcile different viewpoints	
Able to proficiently use IT systems, including working with databases, Microsoft office, email, internet	
Good planning and organisational skills in order to manage a busy and varied workload	
Able to work unsocial hours, including evenings, weekends, and public holidays	
Able to travel to different YMCA sites	
Able to work effectively within, and successfully implement, an Equal Opportunities Environment	
Able to work effectively in an Equal Opportunities & Diversity environment	
Able to respect the Christian ethos of the YMCA and uphold its values	

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