

<b>Job Title:</b>	Administrator
<b>Hours:</b>	30 hours per week
<b>Responsible To:</b>	Part of the Support and Housing Team, reporting to the General Manager
<b>Job Purpose:</b>	To act as a central point of contact and to provide excellent customer service to anyone living in, accessing or contacting YMCA Reading. Maintaining general administrative tasks to ensure the efficient running of YMCA Reading.
<b>Job Description - Primary Tasks:</b>	<ol style="list-style-type: none"> <li>1. To work with the Support and Housing Team and assist with tenancy sustainment administration: <ol style="list-style-type: none"> <li>a. Monitoring room voids, including, following procedures, turnarounds, waiting lists, Support/Needs Assessments and move on dates.</li> <li>b. Using our in-house systems to monitor rent, including issuing letters to those who require reminders/warnings.</li> <li>c. Fill out information on the weekly tenancy sustainment reports.</li> </ol> </li> <li>2. To carry out filing and administration for the day-to-day book-keeping functions of the organisation.</li> <li>3. To monitor and respond to emails from email inboxes.</li> <li>4. To work, as part of a rota, on the Reception front desk. This includes dealing with customer enquiries, answering the phone and delivering excellent customer service.</li> <li>5. To provide support to all YMCA Reading teams as directed.</li> </ol>
<b>Other:</b>	<ol style="list-style-type: none"> <li>6. Working with colleagues to support the development of YMCA Reading in line with the strategic objectives.</li> <li>7. To keep confidential all matters relating to YMCA Reading.</li> <li>8. To attend any conferences, training events or meetings, as identified by your manager and to keep up to date with current good practice.</li> <li>9. To undertake any other reasonable duties as directed by the General Manager, in accordance with your role and the company's business plan/objectives.</li> </ol>
<b>Experience and Qualifications:</b>	<ol style="list-style-type: none"> <li>1. Previous experience of working in a busy customer facing role.</li> <li>2. Experience of maintaining administrative systems.</li> <li>3. Can demonstrate Continued Professional Development and commitment.</li> </ol>
<b>Skills:</b>	<ol style="list-style-type: none"> <li>1. Ability to operate key administrative procedures.</li> <li>2. Ability to cope with customers who display challenging behaviours.</li> <li>3. Ability to manage multiple priorities and respond proactively to change.</li> <li>4. Ability to support and motivate colleagues.</li> <li>5. Ability to organise and prioritise your work in order to meet deadlines and with strong attention to detail.</li> <li>6. Excellent communication skills. Ability to communicate effectively both verbally and in writing, demonstrating a good standard of written and oral English.</li> <li>7. Computer literate with competency in Microsoft Office applications, including Excel.</li> <li>8. Ability to use initiative and work without supervision.</li> <li>9. Ability to handle confidential information.</li> </ol>