

Dear Applicant

## **HOUSING QUALITY ADMINISTRATOR**

Thank you for your interest in the above position.

Full details of the position are included here. An application form is available for download from our website at [www.ymcadoncaster.org.uk](http://www.ymcadoncaster.org.uk)

We also encourage you to read our website and find out more about us and our work.

### **Submitting Your Application**

All applications must be on the YMCA Doncaster application form. CVs and other forms of application will not be considered.

By Post:  
Stacey Sherratt-Pearson  
YMCA Doncaster  
Wood Street  
Doncaster  
DN1 3LH

By Email:  
[stacey@ymcadoncaster.org.uk](mailto:stacey@ymcadoncaster.org.uk)

If sending via email, your application must be in Word or PDF. Please do not send skydrive links or similar.

### **Closing Date and Selection**

Shortlisting is based on our Person Specification (see page 3 of this pack), and your application should include clear examples of how you meet each of our criteria.

Applications must be returned as above on or before 10am on Thursday 24<sup>th</sup> January.

We expect to hold practical tests for shortlisted candidates on Tuesday 29<sup>th</sup> January, following which we will select candidates for interview on Wednesday 6<sup>th</sup> or Thursday 7<sup>th</sup> February. If those dates are unsuitable for you, please indicate alternative availability within your application or covering letter.

Please note that we are only able to contact shortlisted candidates. If you do not hear from us within two weeks of the closing date, you've unfortunately not been successful on this occasion.

### **Questions**

If you are considering making an application yourself, and you've not been able to find the answer to your query by reading the information provided here and on our website, please email your question to [stacey@ymcadoncaster.org.uk](mailto:stacey@ymcadoncaster.org.uk)

### **Direct applications only - strictly no recruitment agencies**

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YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create inclusive and energising communities where young people can truly belong, contribute and thrive.

## **Job Description – HOUSING QUALITY ADMINISTRATOR**

### **Job Purpose**

To be responsible for a range of monitoring and standards systems, administering the collection of housing rent income and ensuring that all recording is in accordance with set procedures.

### **Main Responsibilities**

To administer supported accommodation rent collection in accordance with YMCA Doncaster's policy.

To administer all applications for accommodation including addressing incomplete applications, obtaining references and risk information from external professionals, ensuring that all relevant information is recorded and scheduling interviews.

To share information with applicants, clients and third parties only in accordance with the association's data protection arrangements.

To check and audit records, and to deal with designated matters arising from audits including correction and instruction of staff at various levels.

To accurately collect and produce data relating to a range of performance indicators.

To provide regular financial and other reports as required.

To contribute to drawing together evidence relating to quality systems.

To develop and maintain appropriately professional relationships with members, users and with other staff, and to maintain absolute confidentiality at all times.

To represent senior staff and the Association positively in all relationships, both internal and external.

To work within the policies and procedures of YMCA Doncaster, and to contribute to their development.

Other reasonable duties as required from time to time by the Line Manager.



## **Person Specification – HOUSING QUALITY ADMINISTRATOR**

### **Please Note**

Our application form requires you to set out clear examples of how you meet each one of our criteria.

- A sound educational background, with a minimum of 5 GCSEs at C or above, 5 O Levels at C or above or equivalent other qualifications.
- Strong attention to detail and high levels of accuracy when inputting data and creating reports.
- Able to be assertive and tenacious, and to use that ability on a daily basis.
- Comfortable working with financial records, transactions and calculations.
- Able to use Microsoft Word and Excel to a high standard.
- Experience of managing a varied workload effectively, including experience of working to a daily, weekly and monthly routine.
- Able to work within organisational procedures.
- Effective verbal and written communication skills, including the ability to communicate well with colleagues, as well as customers or clients with complex needs and / or challenging behaviours.
- Able to plan annual leave avoiding the first two weeks of each quarter.
- Experience of maintaining confidentiality and appropriate relationships, and a clear understanding of the importance of those.
- Able to work to the Vision and Values of YMCA Doncaster.
- Able to represent the Association positively, professionally and with credibility.



## **- Main Terms and Conditions of Employment -**

### **Rate of Pay**

£8.50 per hour (£9.00 per hour following the successful conclusion of the probationary period). Paid weekly in arrears.

### **Hours of Work**

20 hours per week. Four paid hours daily, Monday to Friday, either 10am to 2pm, 11am to 3pm or 12 noon to 4pm (set hours to be decided by the successful candidate).

Alternative hours will be needed from time to time to cover training days, meetings and other events notified in advance.

### **Paid Leave Entitlement**

5.6 average working weeks per year. During the probationary period, holiday can only be taken where it has accrued. No more than two consecutive weeks can normally be taken together. All applications for leave must be submitted in advance and are subject to acceptance according to the operational needs of the YMCA.

The holiday year runs from the start of October each year. Any member of staff starting or leaving part way through the holiday year will have a pro-rata holiday allocation.

### **Conditions of Appointment**

The appointment is subject to

- A medical assessment
- A probationary period of six months
- An Enhanced Disclosure from the Disclosure and Barring Service
- Two satisfactory references

