

Rents Administrator

We have an opportunity for a new colleague to join our Rents team as an Administrator, playing a critical role in a small, but vitally important, high performing team. If you have excellent administration skills and want to be part of a dedicated team, we want to hear from you.

We are particularly keen to increase applications from ethnic minorities, Muslim and male candidates as they are currently under-represented in our organisation. We would also like applications from people with relevant lived experience.

Please find full details of how to apply via our website in the advert below. The deadline for application submissions is 23:59, Thursday 30th June 2022.

If you need an adjustment to be made to any part of the recruitment process, please let us know as soon as possible.

We are a leading youth homelessness charity based in the Southwest, working with over 1,500 young people. We have strong local partnerships and adhere to the best practice in the sector. We build trusting relationships between our young people and our colleagues, and this is at the core of our work.

What we are looking for:

- An excellent Administrator, who thrives in a busy environment.
- Someone who understands the importance of rent payment and collection, especially in relation to supporting young people.
- A self-starter, able to complete a range of tasks unsupervised.
- Someone who engages young people with confidence, compassion, and empathy, while always keeping rents and rent payment at centre of the role.
- Someone who is able to work closely with colleagues in a small but vital team.

If you have transferrable skills and you are interested in this role, but you are worried about the application process, please get in touch with us. We encourage you to have an informal chat with the recruiting manager to discuss how your personal or professional experience and skills could be transferred to this role. Details of how you can do that are further down in this advert.

What you will be doing:

- By being well organised, efficient, and effective you will hold a pivotal role in delivering an effective and efficient rents service by the team.
- Working autonomously and with the team, you will gather data and prepare information for monitoring and reporting.
- You will be taking ownership of former resident arrears, contacting and engaging young people to discuss, make and sustain repayment arrangements, organising refunds, and keeping accurate records.
- Using your great interpersonal skills, including tact and discretion, you will liaise with young people and colleagues from external organisations.

You will be in our Rents Team and your line manager will be our Senior Rents Officer.

What we are offering:

- 30 days annual leave (pro rata for part time) and flexible working
- The opportunity to work in a Psychologically Informed Environment, including access to regular Reflective Practice
- A friendly and welcoming team and organisation

- A relaxed dress code every day!
- Pension contribution of 4% and UK Healthcare employee membership (up to Level 2)

Contract details:

- **Hours per week:** 30 (this represents 0.8 FTE)
- **Contract type:** Permanent
- **Pay:** £20,852 - £22,129 per annum (pro rata based on 0.8 FTE)
- **The location:** Kingsley Hall in central Bristol. There is also flexibility and support under our Hybrid Working Policy to manage agile working, including some home working.

Application information:

- To access the Job Pack for this role and submit an application, please visit the vacancy page on our website:
<https://1625independentpeople.peoplehr.net/Pages/JobBoard/Opening.aspx?v=6640a1df-6eaf-4c6e-8796-aa66d7fd4697>
- Please refer to the Cover Letter guidance below to ensure your application can progress to the shortlisting stage.
- To have an informal chat about the role, please contact jane.godwin@1625ip.co.uk
- If you have any queries, please email jobs@1625ip.co.uk

Important dates:

- Application deadline closes: **23:59, Thursday 30 June 2022.**
- If you have not heard from us by **Tuesday 05 July 2022**, please assume that your application has been unsuccessful on this occasion.
- Interviews are on **Monday 11 July 2022.**

Covering Letter / Supporting Statement Guidance

Please note that the online application form cannot be saved until it is fully complete. We recommend that you prepare your Covering Letter before you start the online application.

Your Covering Letter is essentially your Supporting Statement and will form the most important basis on which your skills, experience and behavioural competencies will be tested against the job criteria. Without it, your application cannot progress to the shortlisting stage.

You should refer to the Person Specification document within the Job Pack and cover only the elements that are tested at this stage of the recruitment process. Elements that only have the word 'interview' next to them will be tested at the next stage of the process and do not need to be covered in your letter.

Please try to keep the word limit to 250 words per criterion.

ALTHOUGH THE APPLICATION FORM GIVES YOU THE OPTION TO UPLOAD A CV, PLEASE DO NOT SUBMIT A CV AS THIS IS NOT NECESSARY AND WILL NOT BE USED IN THIS PROCESS.

Equal opportunities for everyone:

We safeguard and promote the safety and welfare of children, young people and vulnerable adults. Any job offer will depend on a satisfactory DBS (Disclosure and Barring Service) Barred List Disclosure Check.

We believe those with a criminal record should have an equal chance to become employees or volunteers. We also pride ourselves on being an equal opportunities employer for everyone

regardless of age, disability, gender identity, race, religion and beliefs, sex and sexual orientation.

Please see our Policies section on the website, for further information.