Finance and Maintenance Administrator

Job Description

Job title: Finance & Maintenance Administrator

Location: Portsmouth

Responsible to: Franchise Lead

Date:

Internal Working Relationships

* Portsmouth Team
* HiA Tenants
* HiA UK Support Centre Staff
* Wider HiA Network

External Working Relationships

* General Enquirers
* Partner Churches
* Maintenance contractors
* Service providers
* Local authorities
* Referring Agencies

# Job Purpose

This role is to:

* Support the Portsmouth team in day-to-day administration
* Administrative support for the Portsmouth houses, tenant files and keys
* Lead the administration of maintenance for the Portsmouth houses
* To act as the general office coordinator for the Portsmouth team.
* Contribute to the spiritual health of the organisation

# Essential Job Functions

### Support the Portsmouth Team in day-to-day administration, including finance:

* Answer phone and email enquiries
* Update tenant’s payments being paid electronically or in cash including Housing Allowance, and issue monthly statements
* Bank reconciliation and cash flow administration, including banking cash and recording as necessary
* Provide support to the Portsmouth Trustees, Franchise Lead and Empowerment Workers as required, including direct support and contact with tenants
* Working well as part of a team and attending team meetings
* Coordinate and report team expenses monthly
* Distribute newsletters and update social media
* Complete fundraising tasks as agreed
* Project manage external events hosted by HiA Portsmouth
* Keep office clean and tidy and stocked as necessary

### Administrative support for the Portsmouth houses, tenant files and keys, including:

* Be aware and book in relevant contractors when safety checks/boiler cover/PAT testing etc. needs renewing, keeping files updated
* Keep accurate details of maintenance of all properties, noting renewals dates for checks and alerting the Franchise Lead when due
* Record Monthly property checks on SharePoint and follow up any issues flagged up
* Work with utility companies re: bills/meters and problems
* Undertake relevant property/maintenance research, such as looking at the property market, compare deals on carpets, find a local plumber etc.
* Arrange for contractors/handymen/plumbers/electricians when required and arrange access
* Oversee the administration for the purchase, set-up, refurbishment and furnishing of new properties
* Ensure the financial information is available for Investor Statements every 6 months on all houses
* To be part of the out of hours rota for urgent maintenance issues
* Keep all tenant hard & soft copies of files up to date
* Manage the key log system and be responsible for key organisation and access by colleagues

### Maintenance Administration

* Leading in the day-to-day process of inspections and initiating resultant work that is needed to keep a sizeable portfolio of domestic houses in good condition, including a monthly condition inspection of each property
* Working closely with our area teams to make sure that property standards regarding décor and maintenance are consistently high
* Ensuring maintenance work is completed within budget through subcontracting
* Ensuring yearly Fire Risk Assessments, Gas safety certificates and EICR (5 yearly electrical certificates) are in place and files for each property
* Ensuring bi-annual PAT testing is completed on each property
* Working with the team by ensuring all documentation is fully stored on Sharepoint
* Monitoring the progress of maintenance spending against annual budgets
* Preparing property management reports for the Franchise Lead and Trustees
* Selection of new properties and managing their refurbishment through subcontracting

### Spiritual Participation

* Participate in the organisation retaining a strong Christian ethos, culture and practices throughout, with a strong emphasis on prayer and a Biblical basis for decision making and policies
* Devote specific time to pray for the organisation
* Help to organise and attend team retreats

### Other

* Maintain and strengthen current systems offering suggestions for improvement where required
* Attend away days, meetings, training days and other events
* Identify training opportunities for yourself
* Assist with other work, events or situations as needed
* Maintain own annual leave records
* Other tasks as appropriate for your position

# Person Specification

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|  | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications** |  |  |
| **Experience** | * Good range of IT skills, including knowledge of Microsoft Office suite | * Experience in the administration of projects * Experience in support work with the Homeless * Experience in refurbishing and maintaining residential properties |
| **Skills/Abilities** | * Excellent organisational skills * Strong in systems * Ability to develop effective working relationships with a range of partners, staff * Ability to take initiative * Shows attention to detail | * Demonstrate their sympathy with the Christian faith and the mission and values of Hope into Action. * Ability to represent Hope into Action to the churches and external public * Able to demonstrate excellent communication skills |
| **Personal Qualities** | * Self-motivated * Team player * Approachable * Quick learner * Good communicator |  |

* Hours of Work – 32-40 hours per week
* Salary – £25,000 per annum pro rata (full time 40 hours)
* Annual Leave – 25 days per annum + bank holidays and days in between Christmas and New Year on a pro rata basis
* Pension – Hope into Action will contribute 8% of qualifying salary to a Pension Plan