

Argyle Street Housing Co-operative

JOB DESCRIPTION HOUSING CO-ORDINATOR (JOB SHARE)

PURPOSE OF THE JOB

To be responsible, with our other housing co-ordinator/s, for the day-to-day running of ASH Co-op in co-operation with the membership; deal with outside bodies on behalf of the co-op; keep computer records; maintain and develop office and financial systems; and provide administrative support for working groups.

REPORTING TO

The Employment Co-ordinators, who are elected by the members on to ASH Co-op's committee.

MAIN DUTIES AND RESPONSIBILITIES

All tasks are to be carried out with the relevant Co-ordinators and Working Groups where appropriate. As a volunteer led organisation, the Housing Co-ordinators will be expected to liaise with working group co-ordinators from time to time to agree how tasks will split between them. A key responsibility of the Housing Co-ordinators is to provide continuity where volunteers are unable to do so.

CORE TASKS (priorities for day to day)

General

- Ensure the office is open within agreed opening hours, informing members of opening times
- Liaise with outside organisations on the Co-op's behalf
- Process all incoming post and email and pass on to relevant working groups
- Maintain supplies of stationery and other consumables distributed to members from the office

Maintenance

- Respond to repair and other Maintenance requests, arranging suitable works from approved contractor list and giving members appropriate notice of works
- Assist with access to properties when contractors are on site
- Assist with organising cyclical Grounds and Maintenance works and annual safety checks
- Organise annual fire risk assessment and works arising with contractors

Finance

- Process all invoices and record payments in cashbook
- Pass along invoices to be paid to Finance Group for approval and payment each week

- Liaise with payroll company and process worker pay, pension and HMRC invoices for payment
- Process requests for reimbursement for member expenses, either via bank transfer or rent adjustment
- Maintain accurate records of all financial matters, reconciling monthly and annually

Rent

- Process all rent transactions including benefits payments, maintaining accurate records of members rent balances and payments
- Reconcile rent book weekly
- Send out weekly communications to members in arrears, supporting the Rent Group to address arrears and taking appropriate action to recover the debt
- Provide information/assistance to members applying for housing benefits and liaise with council/Universal Credit relating to issues with claims where appropriate
- Represent the Co-op in court and make applications to court where arrears remain unaddressed

Allocations

- Respond to enquiries and applications to join the Co-op
- Complete tenancy sign-ups for new members
- Liaise with Allocations Group to organise Open Evenings and Shortlist Interviews
- Maintain records of applicants and shortlist
- Ensure rooms are checked when members leave, inform houses of timeframes to fill the vacancy, and monitor vacancies that run long in line with policy

Secretarial

- Help members prepare proposals and items for meetings (such as research, costings, and item wording), and assist with agenda writing when needed
- Signpost members towards working groups and projects that they can get involved with
- Assist with maintaining records of meetings and committee members
- Inform members about rules and policies
- Ensure personal data is processed in line with GDPR

Support and Wellbeing

- Listen to members experiencing conflict, and signpost on to Support and Wellbeing Group and/or external organisations as appropriate
- Adapt approach and systems to meet members' health and communication needs.
- Maintain records of Support and Wellbeing and assist with monitoring timeframes for cases
- Assist members with applications for benefits and other relevant support

- Co-ordinate members accessing counselling where co-op agrees to fund sessions

OTHER TASKS (less frequent or cyclical tasks)

Secretarial:

- Attending General Meetings
- Preparing quarterly reports for General meeting
- Complete annual return to Social Housing Regulator

Rent:

- Sending annual rent change notifications to members

Finance:

- Organising service rebates to members at end of financial year
- Assisting with annual audit and preparation of financial documents for annual return
- Preparation and support of annual budget setting

Other groups:

- Assisting with organising co-op events, such as member training and Mill Road Winter Fair
- Identifying and organising trainings for workers with the Employment group
- Researching and supporting Development projects and long-term asset management projects
- Supporting Equality and Diversity group work