

# RECRUITMENT INFORMATION PACK

## Administrator – HACS 4 Women

**Hours:** 35 per week

**Salary:** £22,774 per annum

**Annual Holidays:** 6 weeks plus bank holidays

**Location:** Bradford



## Being part of an organisation that makes a difference - Horton Housing Association

Horton Housing manages more than 30 different housing, training and support services across Bradford, Calderdale, Kirklees and North Yorkshire.

We work with people experiencing a wide range of circumstances, including homelessness, drug and/or alcohol issues, ill-health, unemployment and domestic violence. We work with people of all ages, refugees, Gypsies and Travellers, people with disabilities and people with offending histories.

We have a wide range of accommodation schemes in the community. We also provide specialist accommodation, including a home from hospital scheme, Gypsy and Traveller sites in North Yorkshire and Group Living Services for young people. We offer support for people living in their own homes and we run a training centre that helps people find work or develop skills for everyday life.

Horton Housing is committed to equality, diversity and inclusion (EDI) and providing services that are inclusive and accessible for everyone.

### OUR PEOPLE

Horton Housing Association (HHA) is committed to being a great place to work for everyone who works here, and we get some really positive feedback from our colleagues.

In our recent annual colleague survey, more than 9 out of 10 respondents told us that:

- They had a good relationship with their line manager
- HHA's values align with their own
- They believe that Horton's work positively impacts people's lives
- They feel involved in their work.

And when we asked some of our colleagues about the best part of working at HHA here's a snapshot of what they told us.

- *"The people. The people I work with. Every person's different and that's what I like about it, and I like watching people changing their lives."*
- *"The Training is the best bit of it. It equips you to do the job role as successfully as you can. It's very rewarding, it's been fantastic, I wouldn't change it for the world."*

In short, we care about people. We work hard to be a great place to work, so that we can improve lives together.

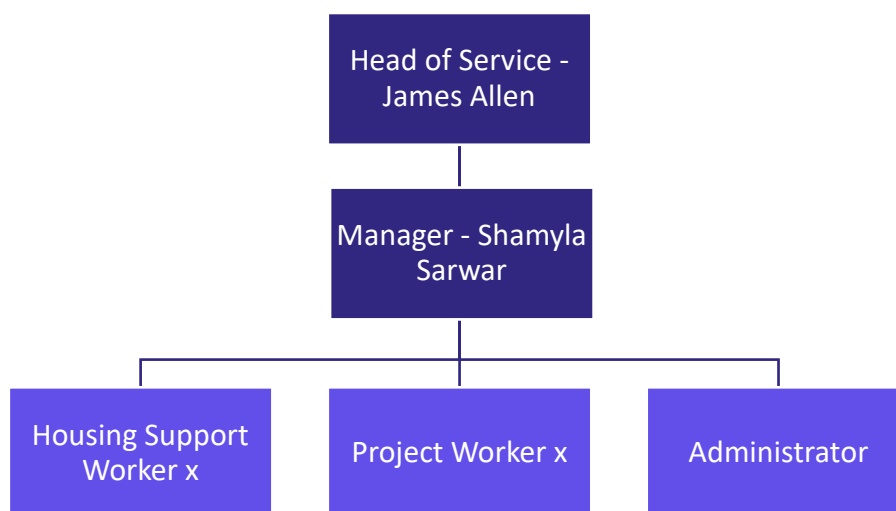


## About the department

HACS (Housing and Community Support) team in Bradford provides housing-related support for people who are homeless or at risk of becoming homeless. The team visit individuals where it convenient for them, often in their own home, temporary accommodation or a family member's house, public place or our office.

The service supports people with high levels of need, individuals who may have problems with drugs or alcohol, mental health or offending behaviour. There may have experienced periods of homelessness or have an unsettled lifestyle that puts them at risk of homelessness. We provide a service in a culturally sensitive way. Working with people who may be socially excluded and have difficulty in accessing services. We enable people we work with to become 'Tenancy Ready' to maintain their tenancies and/or successfully move on into homes of their own. We encourage and support people to develop new and existing skills and gain confidence in their ability to manage their own homes independently.

We tailor support in consultation with the people taking into account their individual needs to achieve the best outcomes. We provide opportunities for people to explore and realise their own potential and build resilience through innovative diversionary activities, informal learning and volunteering.



## Message from the Recruiting Manager

Hello,

Thank you so much for your interest in this role.

We provide essential administrative support to ensure the smooth operation of our services, enabling us to assist our residents in achieving their goals and aspirations. As an Administrator, you will play a vital role in supporting our team by managing day-to-day office functions, coordinating referrals and allocations, handling communication, and maintaining accurate records. Your organisational skills and attention to detail will help our team run efficiently, allowing us to focus on delivering high-quality support to our residents.

You will be based in our Bradford office on Boldshay Street, with occasional travel to other sites as needed. You will work closely with various functions, including housing, support services, and management, ensuring that administrative tasks are completed in a timely and efficient manner.

This is a highly rewarding role where you can see how your efforts contribute to the overall success of our organisation. By providing behind-the-scenes support, you'll play a key part in helping our residents work towards independent futures.

You'll receive full training and ongoing support from our learning and development team, along with opportunities to enhance your skills in areas that interest you. Our team is dedicated to ensuring you feel valued and supported every step of the way.

We work a 35-hour week, either across four or five days a week. With benefits such as 30 days of Annual Leave and access to an excellent Employee Assistance Programme, you will enjoy a strong work/life balance and feel just as supported in your role as our residents do.

If you are organised, detail-oriented, and passionate about supporting a team that makes a real difference in people's lives, we would love to hear from you. I look forward to receiving your application.

Best wishes,

James Allen, Head of Service



## Job Description

### REPORTS TO: Scheme Manager

You will maintain and operate procedures within the HACS service. You will perform a wide range of secretarial/clerical and associated duties for the team under the supervision of the Scheme Manager. You will assist in the development and maintenance of efficient systems used throughout the organisation for administrative, monitoring and reporting purposes. You will deliver a first class service to the people we work with (both internal and external) at the first point of contact.

### RESPONSIBILITIES

- To effectively use relevant ICT systems and assist in the creation, development and maintenance of records, files and statistical information. This includes inputting and extracting relevant information
- To provide access to accurate and up to date information on all services on both routine and complex issues, to include the interpretation of relevant information, guidance and legislation
- Ensure a high standard of service is delivered to all stakeholders including the people we support both internal and external.
- To be pro-active in contributing to initiatives for the development and enhancement of service delivery.
- Using great customer service skills to provide people with the best outcomes
- Attendance at internal/external meetings as and when required.
- Minute taking duties at internal/external meetings as and when required

Note: This is a job outline only and seeks to set out the principal purpose and functions of the role; it may therefore be subject to change.

## Person Specification

### ESSENTIAL

Essential for Horton Housing:

- Ability to maintain professional boundaries
- Commitment to Equality, Diversity and Inclusion
- A willingness to undertake any further training required
- Ability to work flexibly to meet the needs of the service/department
- A full UK driving licence and use of a car for work purposes
- DBS check before start

Essential for the role:

- Experience of working in an administrative role, preferably within a similar environment
- Excellent customer service skills



- Ability to build and maintain effective working relationships at all levels
- Ability to multi task and meet deadlines
- Excellent ICT skills, good knowledge of Microsoft packages (e.g. MS Office, internal database systems, word processing, use of email and internet)
- Ability to maintain and professional boundaries
- Experience of handling and managing confidential and sensitive information in accordance with GDPR
- Excellent attention to detail
- Ability to work on own initiative and prioritise tasks effectively
- A good standard of English, excellent verbal and written communication skills

#### **DESIRABLE**

- Working knowledge of internal housing management software

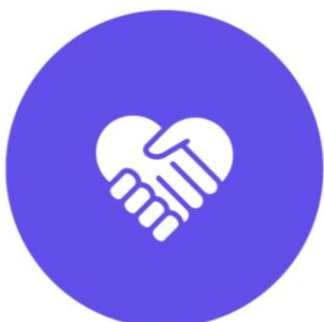


## Our Values



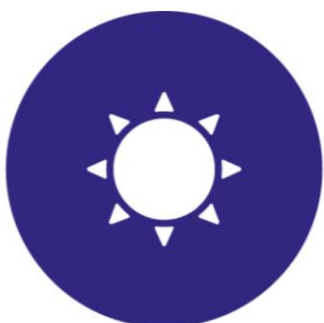
### Be Supportive

We are kind, helpful and caring. We create safe spaces where people are listened to with compassion, empathy and understanding.



### Be Respectful

We are inclusive and approachable. We work together in an open and transparent way to build trust and understanding.



### Be Bold

We are positive, empowering and resilient. We are ambitious and work flexibly to provide opportunities for growth.

## Our Commitment to Equality, Diversity and Inclusion

HHA aims to be an equal opportunities employer. HHA is committed to ensuring that no job applicant or colleague receives less favourable treatment on the grounds of a protected characteristic, criminal history or any factors irrelevant to a person's ability to do a job, at any stage of the recruitment process or in the terms and conditions offered. We are committed to equality of opportunity, to being fair and inclusive, and to being a place where everyone belongs. To achieve this we are committed to actions that will increase diversity and to encourage applications from candidates who are underrepresented in sections of our workforce. We are a Disability Confident and Clean Sheet Employer.





# What can you expect from working at Horton Housing Association?

## Community Culture

At Horton Housing, our working culture is one based on trust, respect and inclusion. We focus on open communication, starting from the very top with consistent communication from our Chief Executive Officer (CEO). With regular meetings across schemes and departments, we really are a community who can rely on each other.

## Personal Growth

We offer a multitude of development opportunities for our colleagues, including: funded qualifications, job shadowing, secondments, and internal promotions or movements across different schemes and departments.

## Wellbeing

We know that work/life balance is at the heart of employee wellbeing. That's why our full time work week is only 35 hours, and we offer flexible working where possible. We also offer 6 weeks holiday (+ Bank Holidays) so you can spend more time doing what you love.

We're partnered with Health Assured to offer you free counselling available 24/7, a confidential helpline, and an app offering a range of wellbeing resources (health plans, meditation, recipes, and podcasts).

Because Financial Wellbeing is as important as mental wellbeing, we also offer an interest free employee loan scheme up to £1200.

## Taking Pride in Our Vision

At Horton we always strive to deliver the best and meet the highest standards – whether this be our accommodation, support, maintenance or central services teams. We value the unique skills and experience that each of our colleagues bring to help us achieve our ambitious goals.

## Empowering You to Succeed

HHA is a Strength Based Organisation, and just as we recognise the people we support to be experts in their own lives, we recognise our colleagues as experts in their roles – and encourage everyone to work with autonomy and pride. To help you reach your potential with us, we offer a range of internal training courses, including a thorough induction when you start.

## Colleague Engagement

There are lots of opportunities to get involved at Horton, with a Wellbeing and EDI group open for anybody to join and have their say. We also post good news and announcements across the organisation on our SharePoint. You may even be interviewed for our quarterly magazine!

**Did you know:** Our CEO started with HHA as a Support Worker and worked all the way up!





## How to Apply

To apply for this role, please complete the application form in full via our website.

We shortlist based on each vacancy's job description. As such, please tailor your application to the person specification, stressing how you meet the essential criteria.

## Contact us

**Head Office:** Horton Housing Association, Chartford House, 54 Little Horton Lane, Bradford, West Yorkshire, BD5 0BS

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