

# RECRUITMENT INFORMATION PACK

## Administration Officer – Fairmount

**Hours:** 35 hours per week

**Salary:** £22,774 per annum

**Annual Holidays:** 6 Weeks & 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.

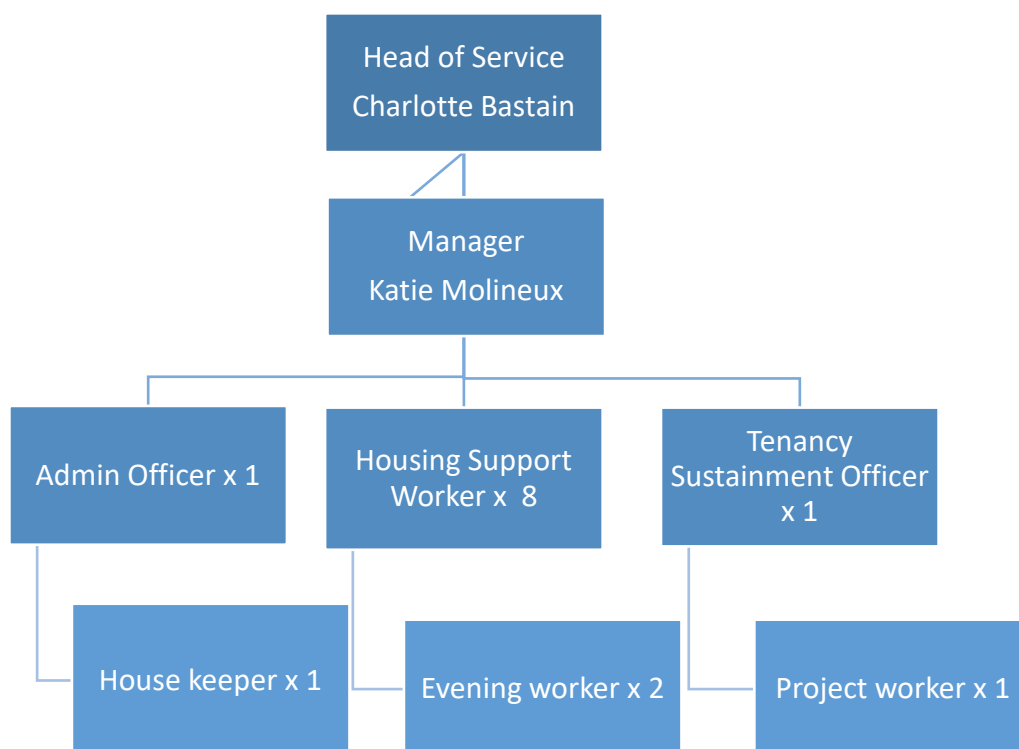


## About the department

Fairmount accommodation and dispersed schemes such as RSAP and SHAP, in Bradford provide housing-related support for people who are experiencing a range of different circumstances. The service supports people with high levels of need, individuals who may have experienced ill health, poor mental health, drugs or alcohol challenges. There may have experienced periods of homelessness or have an unsettled lifestyle that puts them at risk of homelessness.

The team visits people, often in their own home, temporary accommodation, public place or our office. We provide a service that is male only accommodation. 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

Thank you for your interest in this role!

We are looking for someone with passion and drive who wants to make a real difference in people's lives.

As an administration office at Fairmount and SHAP, you will be responsible for completing day-to-day office tasks effectively and efficiently. You will receive, sort and distribute incoming and outgoing correspondence and post for the service. You will undertake clerical and secretarial duties; organise meetings, take meeting minutes and book appointments. You will develop and maintain efficient administrative, monitoring and reporting systems. You will adopt a flexible approach to the support you provide for the service. Using a strength based approach, seeing tenants on a day-to-day basis at the office and in their flats when needed.

We also have an activity room based on site where you can spend time with tenants, create ideas, arrange and source positive meaningful activities that form a large part of what we do. We clean, we support, we cook and we focus on people's strengths and what a good day looks like for each of our tenants. Each person has their own journey and own strengths and we want you to develop that with the people we support.

It is not only rewarding, but it is a privilege to work with people who have had the strength to ask for help and come forward after long periods of trauma.

- Katie Molineux (Scheme Manager)



# Job Description

**REPORTS TO: Scheme Manager**

## RESPONSIBILITIES

- Day to day office duties, photocopying, filing systems, office supplies, stationary, deliveries and the circulation of post, letters and documents as required.
- Ordering restock for Fairmount and dispersed properties, ensuring supplies and completing documents as requested.
- Assess all incoming referrals and liaise with the appropriate stakeholders/ agency.
- Signpost clients and stakeholders to appropriate external agencies.
- Deal with all telephone queries, correspondence, emails and messages effectively and efficiently.
- Booking assessments and sending appointment letters and emails
- Assisting and advising support staff with administrative processes and procedures, taking meter readings and any other checks required where necessary.
- Typing correspondence, reports, presentations and other information quickly and accurately.
- Attending meetings, taking minutes (internal and external) as and when required.
- Reporting and Identifying IT issues to the appropriate departments within Horton to ensure computer systems are maintained.
- Maintain effective monitoring and reporting systems, as appropriate.
- All administrative functions in line with Horton HA's policies and procedures. (Particularly with reference to Equal Opportunities, Health & Safety and Disclosure of Information).
- Support and co-ordinate internal and external events as required (including Tenant Involvement Events).
- Checking and following up on appointments on behalf of tenants and staff where necessary.
- Ensuring health and safety notice boards within the scheme are up to date and relevant.
- Managing the door entry at Fairmount and guiding visitors to the relevant places / allowing tenants access to building.
- Maintaining records in accordance with the Association's Data Protection Registration and GDPR.
- Working to the Association's policies and procedures on equality and diversity at all times.
- Performing any other duties that may from time to time be reasonably 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.

## Safer Recruitment

Horton Housing is committed to safe and fair recruitment, safeguarding and protecting the people that we support. The majority of positions here at Horton will require a fully completed application form and an enhanced DBS check to identify and reject applicants who are unsuitable to work with children or young people.



## Person Specification

### ESSENTIAL

- Experience of working in an administrative role, preferably within a similar environment
- A good standard of English, excellent verbal and written communication skills
- Excellent customer service skills
- Is able to build and maintain effective working relationships with a diverse range of people
- Ability to multitask 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)
- Maintains and creates professional Boundaries
- Experience of handling and managing confidential and sensitive information in accordance with GDPR.
- Knowledge of the challenges faced by people experiencing homelessness including rough sleeping. This knowledge could have been gained through lived experience or in a paid or voluntary capacity.
- Knowledge of the challenges faced by people facing drug and alcohol dependency and people facing mental health problems.
- Excellent interpersonal skills and the ability to work in a person-led way
- Possess high levels of emotional intelligence and resilience.
- Commitment to contribute towards creating and working in a Psychologically Informed Environment (PIE).
- A commitment to partnership working.
- Report writing, hand over and IT skills.
- Ability to work the agreed rota including evenings, weekends, bank holidays and festivals.
- A full UK driving licence and access to a vehicle that can be insured for business use.

In addition to the above, it is expected that you will:

- Maintain professional boundaries
- Have a commitment to Equality, Diversity and Inclusion
- Are willing to undertake any further training required
- Are able to work flexibly to meet the needs of the service/department



## 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 Culture Statement

- We believe in a culture of positivity, inclusion, and kindness. Where celebrating diversity and respecting and supporting one another is the norm.
- We embrace an open and honest approach. Placing value on the little things, and encouraging creativity and curiosity.
- We work together to do the right thing. Celebrating quality, personal accountability, and excellence.
- We embrace change, seek out potential, and place no limit on opportunities to learn, grow, and develop.
- We are passionate about making a difference, and committed to making things happen.

## 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

Telephone: 01274 370689

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