**Housing Support Administrator**

**Salary:** £27000 per annum

**Hours:**Full time

**Location:** Office and home with at least 3 days in the office

**Closing Date**: 21 July 2025

**About the Role:**

We have an exciting opportunity; we are looking to recruit Housing Support Administrator to support the Housing Team.

The role of the Housing Support Administrator is to provide administrative support to the Housing and Development Manager carrying out a range of housing management administrative tasks especially in relation to compliance and utilities.

This role is extremely varied and will be a great opportunity for someone who is looking to utilize their customer service and administrative knowledge. It will be a role that you will be able to develop and make your own.

**About the Trust:**

Supporting over 100 people in Medway and across Kent, The Kent Autistic Trust provides a wide range of services designed to meet diverse needs of the people we support with autism, learning disabilities and related difficulties. We provide residential homes, supported living accommodation, day resource services, respite, and outreach services. Ensuring the voice of those we support is actively listened to, working for us often means that no two days are the same, but the care and support we give is of consistently high quality, with CQC rating all our services good, and many outstanding.

**Tasks / Responsibilities of a Housing Support Administrator (may include but not limited to): -**

* To be responsible for a range of housing management administrative tasks especially related to the input of date regarding service charges.
* To undertake data collection for compilation of reports. Ensuring that all customer interactions are recorded on the company’s systems and that customer information is up to date with regards to Utilities, Compliance, Quality Assurance and Health and Safety.
* To provide excellent customer experience, championing and meeting residents needs as well as promoting a one team approach to prioritise effective customer engagement.
* To support the resolution of a range of general enquiries, acting as an advocate, progressing, and chasing queries on behalf of the customer and facilitating easy customer access to other teams.
* To establish and maintain excellent relationships with all staff within the Trust, in particular establishment managers and their staff teams.
* Assisting the team with arranging and carrying out Housing Inspections at various services
* To establish and maintain excellent relationships with landlords and utilities.
* To be approachable and available for support and advice, and to be an excellent role model for the standards, values, and objectives of the Trust.
* To undertake other such duties as are required and appropriate to the professional task.
* Adhere to contractual obligations of management agreements in the absence of the housing manager.
* Maintain the white goods/furniture/major works and flooring data.
* Keeping track and actioning day to day repairs
* Establish relationships with the local authorities regarding Housing and Welfare Benefits applications.

**Experience and Qualities of a Housing Support Administrator:**

* Experience in providing customer service and administration.
* Proficient IT skills with Word, Excel & Outlook
* Knowledge of using other IT systems, such as SharePoint, to gather, store and process information.
* Good numeracy skills and attention to detail
* Experience and skills in monitoring and analysing data and producing detailed and accurate reports.
* Excellent time management skills with a structured and systematic approach and the ability to manage pressure and consistently meet deadlines.
* Excellent interpersonal skills with a sensitive, diplomatic approach and a commitment to building and maintaining excellent working relationships with staff at all levels, and to be consistently approachable and supportive.
* Flexibility as the role may require some travel.
* Current driving licence
* Experience is desirable in understanding Welfare and Housing Benefit.
* Knowledge or willingness to learn

**Benefits We Offer you as a Housing Support Administrator:**

We offer many benefits, which include some salary sacrifice arrangements, although some benefits are dependent on a minimum earnings threshold:

* Paid DBS Check
* 33 days holiday pro rata
* Company Sick Pay after 12 months service
* Death in Service Benefits
* Long Service and Contribution Recognition Awards
* Pension (after 3 months)
* Employee Assistance Programme, with counselling services
* Significant Retail and Leisure Discount Scheme that could save staff an average of £1,000 pa.
* Discounted Gym Membership
* Financial Well-being Scheme (loans and savings)

**Our Values and Commitment:**

KAT is committed to providing high quality supports designed around individual abilities, needs and choices. KAT is committed to promoting independence and inclusion within communities. KAT believes everyone is able to make their own individual contribution. KAT seeks to work in partnership with all relevant parties but in particular with the individual themselves.

**We seek someone who really values every person, whether it's the people we support, their families, carers, or other staff by respecting their priorities, needs, abilities and limits.**

**We hope you are one of them!**

We do not accept applications made via agencies.

Please find attached a copy of our Privacy Notice. Or a copy can be found on our website.