

ADMINISTRATOR (HOST ON-BOARDING): JOB DESCRIPTION

1.0 Purpose and responsibilities

1.1 Purpose of the role

To provide administrative support to our supported lodgings scheme and particularly to oversee the host on-boarding process.

1.2 Principal responsibilities

The main responsibilities associated with this role are to:

- Liaising with prospective hosts from initial enquiry to approval.
- Undertaking enhanced disclosure DBS checks
- Sending and collecting personal, professional and, where relevant, GP references on prospective hosts
- Maintaining database systems to keep a clear record of 'host progress'
- Collate additional information from hosts necessary for approval e.g. MOT and driving licence details, boiler service records, insurance documentation etc
- Send out information on relevant training for prospective hosts to complete

2.0 Person specification

2.1 Personal qualities, skills, qualifications and experience

- Personal qualities – Self-motivated and enthusiastic.
- Skills – good communicator and good people skills – able to communicate effectively internally and externally.
- Skills – Highly organized and efficient.
- Skills – comfortable with and having a good working knowledge of the relevant IT, including standard communication tools, web-based documents, social media and similar.
- Experience – very likely to have had administrative/business management/office management experience/similar, and must be able to demonstrate the relevant skillsets.

3.0 Terms and conditions

3.1 Reporting and support procedures

This role reports to the Operations Lead who also provides e-mail, phone and virtual support as, and when, is necessary.

3.2 Location

It is expected that the postholder will work remotely.

3.3 Hours

Hours for this role are flexible but it is likely to encompass 2-3 hours per week.

3.4 Pay

This is a voluntary position and as such there is no direct financial remittance for the hours worker.

4.0 Contact details

For more information on this role please contact: mike@concreterose.co.uk