

## JOB DESCRIPTION

**Job title: Operations Officer**
**Reports to:** Operations Manager (currently Housing Options Manager)

**Line Management:** No line management

**Job summary**

1. To provide efficient and effective support to the Operations Manager (OM) and Senior Operations Officer (SOO) working as a team and sharing tasks with the SOO where appropriate.
2. To contribute to the Trust's targets and charitable objectives in the area of housing assistance by ensuring that applications for housing and transfers are speedily processed.
3. To carry out accurate and timely uploading and data entry to the Trust's Cx IT database and to assess for completeness and quality in accordance with set targets.
4. To carry out a range of office related administrative functions and processes so that vacant properties can be allocated and let to prospective applicants in a timely manner..
5. Communicating with prospective applicants, tenants and third parties in obtaining additional information where necessary to meet the above tasks, highlighting any specific options for assistance where appropriate.
6. To work collaboratively with Housing and Property Services teams in respect of the administration required to deliver the Trust's related processes.

**Person Specification**

	ESSENTIAL	DESIRABLE
<b>Qualifications/Education/Experience</b>		
Housing Allocations and Lettings experience	x	
At least 2 years relevant Housing lettings experience	x	
<b>Knowledge, Skills &amp; Experience</b>		
Excellent administration and organisation skills.	x	
Excellent communicator, both verbal and written, with people at all levels and from a range of backgrounds, and sometimes in distressing circumstances.	x	
Knowledge and experience of housing advice, homelessness and welfare benefits legislation and credit reports		x
Use of Microsoft Office suite to intermediate standard and use of housing databases CX or similar.	x	
Ability to manage a high volume workload and prioritise tasks effectively.	x	
Clear attention to detail whilst maintaining sight of the bigger picture for the team		x
<b>Personal Qualities</b>		
Flexible, empathetic and innovative using best practice from other sectors	x	
Knowledge and experience of the issues facing HM Ex-Armed Forces and their families		x
Self-motivated, unafraid to challenge and be challenged, lives organisational values	x	
Current and valid driving licence and car user		x
A problem solver, with clear evidence of a proactive, collaborative & agile mindset		x
Clear identification with charitable purpose and tireless working for beneficiaries		x
Comply with responsibilities regarding safeguarding, personal development and statutory training	x	