

SUMMARY

A motivated and passionate housing professional experienced in administration, negotiation and property management within the social and private housing sector. A key member of a regional administration team with demonstrable communication and leadership skills. Successfully supported and assisted the administration, and other housing teams in the transition of the largest data migration of its kind in Europe. Able to build strong relationships among teams which enables a confident and effective lead on projects and delegation. Recently graduated with a certificate in Social Policy to further enhance and build upon a professional career within Social Housing.

SKILLS

- Excellent IT skills in Microsoft Office and Outlook
- Excellent diary management
- Support and motivate team members
- Lead on small projects
- Adaptive to different audiences
- Able to manage difficult and confrontational situations
- CPD - Property Management
- CPD - Health & Safety at Work
- CPD - Data Protection and Storage

EXPERIENCE

Regional Housing Administrator **Gibbon Housing Group** *Jan 2019 - Present*

- Delivers and supports a customer focused Regional Housing service to all stakeholders
- Assists the Available Homes Team in the administration of new tenancies
- Supports the Tenancy Specialist Team by raising purchase orders and ensuring prompt payment of invoices
- Supports the LiveSmart schemes with ordering goods and ensuring prompt delivery
- Prioritises workload and easily determines what should be escalated to a higher level
- Ensures all residents' data is processed accurately in line with current GDPR regulations
- Generates routine letters and reports from templates as requested by the Housing Teams
- Collates, processes and generates estate inspection reports for the Regional Operations Team
- Raises repairs and monitors contractor performance
- Records and actions CRM general enquiries if relevant and able to identify urgent issues
- Raises purchase orders on ERP, obtains quotes and ensures invoices are processed for payment in line with financial regulations
- Collates service charge data on Excel to maximise service charge return and reports to the Service Charge Team
- Assists on implementing new processes and support of relevant training in line with new ways of working
- Aims to ensure strong and positive relationships throughout the Regional Housing Teams are optimised
- Organises and maintains an efficient diary system, booking rooms and emailing using Microsoft Outlook

- Actively engages and contributes in team meetings
- Successfully meets KPI's and works well to deadlines

Lettings Coordinator

Buswell Estate Agents *Oct 2017 - Dec 2018*

- Effectively implement and deliver an exceptional customer service
- Conduct viewings with prospective tenants
- Conduct property inspections and reports
- Ensure all property lets have current LGSR, EICR and PAT certificates in line with regulations
- Manage and raise repairs
- Present a full property inspection report and risk assessment to landlords
- Administration of planned works
- Ensure all properties are fully compliant under current regulations
- Prepare tenancy agreements and produce tenancy renewals
- Prospect the property market for new customers
- Assist on the marketing of properties on multiple platforms such as social media
- Efficient diary management and coordination among the team
- Proficient use of Microsoft Office and Outlook
- Proficient in Jupix Estate Agency Software

Facilities Coordinator

Delta House Estate *Mar 2004 - Oct 2017*

- Manage multiple properties on the estate, including residential lettings and commercial buildings
- Ensure that all FRA's, safety certificates and water hygiene regimes are adhered to in line with current legislation
- Administrate and oversee ongoing contracts, financial reports and financial transactions
- Effectively communicate with sub-contractors, colleagues and external visitors
- Prepare the estate for the annual garden opening

EDUCATION

Social Policy

The University of Texas at Dallas *Sep 2017 - Sep 2018*

Certificate in Social Policy with Distinction

Humanities and Social Science

The University of Texas at Dallas *Sep 2016 - Jul 2017*

Diploma with Distinction

GCSE

The School of Texas at Dallas *Sep 1990 - May 1996*

English Literature, English, Mathematics, Science