



Job Description – NTHT Office Administrator

Place of work: Nelson Tasman Housing Trust, 329 Trafalgar Square East, Nelson

Hours: 12-20 hours per week, days & times by negotiation

Reports to: NTHT Director

Works with: NTHT Director, Building Manager, Finance Manager, Tenancy Manager, Trustees, community housing tenants

Other key stakeholders: Ministry for Social Development (MSD), Ministry for Housing and Urban Development (MHUD), Nelson City Council, Community Housing Aotearoa

NTHT Annual Budget: \$1.2m **NTHT Assets:** \$14m (equity \$10m)

NTHT Purpose: To increase the supply of quality, affordable, healthy homes and housing services for all people/whānau in need.

Background: NTHT currently own and manage 44 rental homes as affordable and social housing. We have a strategic plan to grow due to rising levels of need in the community. NTHT will build at least 10 more homes in the next two years and we aim to double our housing portfolio within five years.

Role summary: To provide friendly, quality, efficient administrative and IT support for the Nelson Tasman Housing Trust.

Administration

- Handle enquiries from the public, tenants, applicants; check applications for completeness.
- Maintain and improve office systems including information management, NZ Post mailbox, data back-up, the telephone system and IT.
- Maintain and update the Trust's website.
- Prepare and distribute NTHT Newsletters and Tenant Surveys in consultation with all staff.
- Keep track of and purchase office supplies as needed.
- Take minutes for NTHT Board meetings and once confirmed, circulate them to trustees.

Financial

- Twice yearly, print and send water invoices to NTHT tenants; spreadsheet of charges provided by Building Manager.
- Input annual rent changes to MSD through Business Online Services, and into Chintaro.
- Assist the Finance Manager with updating rent records as social housing rents and subsidies may change due to tenants' circumstances.
- Load direct debits for tenant rent payments.

Housing Advice and Monitoring Housing Need

- Update the Accommodation Guide at least annually.
- Twice per year, survey community groups, other local housing providers, and camping grounds to track affordable housing need. Work with Director to produce MHN reports.
- Provide detailed help to assist people looking for affordable and social housing.
- Keep Housing Advice log up to date.

Essential Skills:

Customer focus

- Proven experience of working in a customer service role.
- Works out what tenants/the public need, providing accurate and timely responses balanced against the Trust's interests.

Communication to build relationships

- Expresses ideas and information clearly, and listens well to others.
- Actively helps and supports others to achieve mutual goals.

IT Competence

- Uses MS Office (Word, Excel, Outlook) very well.
- Learns new applications easily. We use Chintaro (a social housing database) to ensure all tenant, rent and property information is accurate.
- Opportunity to work with accounts in MYOB.
- Able to manage hardware as well as software.
- Uses technology to organise multiple projects.

Reliability & problem solving

- Takes responsibility for own actions, and for sorting out issues that may arise.
- Meets deadlines consistently, achieving results to required standards.
- Uses information to identify and implement practical solutions.
- Keeps developing skills and knowledge.

Resilience

- Stable performance under pressure and/ or through complex situations.
- Sense of humour.

Respect for diversity

- Understands other people's views, can appreciate their motives and concerns and take them into account.
- Tactful when dealing with people, treating everyone with care and respect.

To apply: email cover letter and CV to carrie@nelsonhousing.org.nz

Timeframe: applications due by 5pm on 15 February

Preferred starting date: 29 March