**Argyle Street Housing Co-operative**

**Job Description**

**Maternity cover - Housing Co-ordinator**

**PURPOSE OF THE JOB**

To be responsible, with our other housing co-ordinator/s, for the day-to-day running of ASH Co-op in co-operation with the membership; deal with outside bodies on behalf of the co-op; keep computer records; maintain and develop office and financial systems; and provide administrative support for working groups.

**REPORTING TO**

The Employment Co-ordinators, who are elected by the members on to ASH Co-op’s committee.

**MAIN DUTIES AND RESPONSIBILITIES**

All tasks are to be carried out with the relevant Co-ordinators and Working Groups where appropriate. As a volunteer led organisation, the Housing Co-ordinators will be expected to liaise with working group co-ordinators from time to time to agree how tasks will split between them. A key responsibility of the Housing Co-ordinators is to provide continuity where volunteers are unable to do so.

**CORE TASKS (priorities for day to day)**

**General**

* Ensure the office is open within agreed opening hours, informing members of opening times
* Liaise with outside organisations on the Co-op’s behalf
* Process all incoming post and email and pass on to relevant working groups
* Maintain supplies of stationery and other consumables distributed to members from the office

**Maintenance**

* Respond to repair and other Maintenance requests, arranging suitable works from approved contractor list and giving members appropriate notice of works
* Assist with access to properties when contractors are on site
* Assist with organising cyclical Grounds and Maintenance works and annual safety checks

**Finance**

* Process all invoices and record payments in cashbook
* Pass along invoices to be paid to Finance Group for approval and payment each week
* Liaise with payroll company and process worker pay, pension and HMRC invoices for payment
* Process requests for reimbursement for member expenses, either via bank transfer or rent adjustment
* Maintain accurate records of all financial matters, reconciling monthly and annually

**Rent**

* Process all rent transactions including benefits payments, maintaining accurate records of members rent balances and payments
* Reconcile rent book weekly
* Send out weekly communications to members in arrears, supporting the Rent Group to address arrears and taking appropriate action to recover the debt
* Provide information/assistance to members applying for housing benefits and liaise with council/Universal Credit relating to issues with claims where appropriate

**Allocations**

* Respond to enquiries and applications to join the Co-op
* Complete tenancy sign-ups for new members
* Liaise with Allocations Group to organise Open Evenings and Shortlist Interviews
* Maintain records of applicants and shortlist
* Ensure rooms are checked when members leave, inform houses of timeframes to fill the vacancy, and monitor vacancies that run long in line with policy

**Secretarial**

* Help members prepare proposals and items for meetings (such as research, costings, and item wording), and assist with agenda writing when needed
* Signpost members towards working groups and projects that they can get involved with
* Assist with maintaining records of meetings and committee members
* Inform members about rules and policies
* Ensure personal data is processed in line with GDPR

**Support and Wellbeing**

* Listen to members experiencing conflict, and signpost on to Support and Wellbeing Group and/or external organisations as appropriate
* Adapt approach and systems to meet members’ health and communication needs
* Maintain records of Support and Wellbeing and assist with monitoring timeframes for cases
* Assist members with applications for benefits and other relevant support
* Co-ordinate members accessing counselling where co-op agrees to fund sessions

**OTHER TASKS (less frequent or cyclical tasks)**

Secretarial:

* Attending General Meetings
* Preparing quarterly reports for General meeting

Other groups:

* Assisting with organising co-op events, such as member training and Mill Road Winter Fair
* Identifying and organising trainings for workers with the Employment group
* Supporting Equality and Diversity group work