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Leeds LS6 1QF

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[www.canopyhousing.org](http://www.canopyhousing.org)

## Housing and Support Administrator - Leeds

### Part time – 30 hours pw

**Salary £26,520 p.a. pro rata. Actual salary £21,216 for 30 hours a week (days to be agreed with candidate)**

Do you want to be part of a great team providing housing and support to tenants in Leeds?

Canopy is recruiting a caring, well-organised administrator to assist their friendly housing team and ensure we provide excellent customer service to our tenants. There will also be the opportunity to carry out low-level support work under the guidance of our Housing Support Worker.

You'll need to have:

- Experience working in a frontline role in a housing or support service
- Excellent administrative and organisational skills
- An ability to manage your own workload and use initiative to solve problems
- Knowledge of housing support work and welfare benefits, or a willingness to undertake training and learn about these areas
- Empathy and understanding of the issues faced by disadvantaged people and communities.

In return, we offer a supportive environment, flexible working, generous holiday entitlements and the option to buy and sell leave. There may be the option to work from home one day a week, subject to the service's needs.

The job is based at our office in Burley, Leeds, but will involve occasional visits to our properties around the Leeds area.

The post will require a DBS check

Please download a job pack from our website: [www.canopyhousing.org/jobs](http://www.canopyhousing.org/jobs).

Should you have any queries you can contact us at [job@canopyhousing.org](mailto:job@canopyhousing.org) Please note we do not accept CVs.

**Closing date: Sunday 9th February 2025. We reserve the right to bring forward the closing date if we receive enough successful applications.**

**No agencies please**





## Canopy Housing – Housing & Support Administrator

### Job Description

Canopy is a self-help, community-housing organisation based in inner city Leeds. We renovate empty houses to create decent homes for people who are homeless. We involve local people, volunteers, tenants, and others in every aspect of our work. Canopy transforms communities as homeless people and local volunteers renovate empty homes.

#### Responsible to: Operations Manager

An essential part of the project is the self-help and voluntary activity of creating a home. The job will entail occasional practical work alongside volunteers, tenants and other workers. The post holder will have to show initiative, be willing to learn new skills, and enjoy mucking in.

#### Summary

To help the Housing Team to provide an excellent customer service to tenants, self-helpers and prospective tenants. This will involve providing administrative support to the team initially, but may progress to carrying out support work after appropriate training

#### General areas of responsibility

- Provide administrative support to the Housing team, including the Housing Support Worker, Maintenance Coordinator, Intensive Housing Management Worker and Operations Manager
- Carry out low-level support work with tenants, in agreement with the Housing Support Worker
- Organise tenant engagement activities and social events

#### Specific responsibilities

- Carry out administrative tasks for the Housing team. For example (but not limited to) making food bank referrals, texting tenants with service updates, organising tenant meetings, dealing with tenant phone calls
- Carry out regular 'welfare checks' with tenants by a variety of means, including by telephone, text and occasional home visits
- Carry out low-level support work in agreement with the Housing Support Worker
- Identify tenant support needs and alert Housing Team members to them
- Attend regular Housing/Support meetings with colleagues
- Advise tenants on how to claim welfare benefits, in particular Housing Benefit and Universal Credit
- Signpost tenants to other support agencies and make referrals
- Sign up new and existing tenants with utility providers (gas, electricity, water, etc). Find the best tariffs for tenants



- Produce & send out canopy's Tenant Newsletter
- Organise tenant engagement activities, including the Members' Panel, trips and social events. Work with the Volunteer Support Worker to organise joint tenant and volunteer 'socials'
- Support the Maintenance Coordinator by taking Maintenance calls, reviewing repair requests and updating the Maintenance IT system
- Ensure Canopy's health & safety compliance (eg gas and electrical safety checks) is up to date and recorded correctly
- Be the first line of contact for tenant complaints, recording them and passing details on to other team members where appropriate
- Answer the office telephone and deal with general and housing queries, including from members of the public

### Responsibilities of all staff

- Deal with, along with other staff, general office enquiries and the day-to-day administrative activity of the organisation
- Attend regular 121s and appraisals with your manager.
- Attend regular team meetings, taking minutes from time-to-time
- Attend board meetings from time-to-time as required
- Identify your own training needs and attend relevant training
- Ensure Canopy's record keeping is accurate and up to date
- Answer the telephone and door
- Comply with Canopy policies, procedures and working practices
- Keep all people in contact with Canopy safe and free from harm
- Take responsibility for identifying hazards, reporting them, and doing something about them
- Help in every area of the organisation's work as required
- Carry out any other tasks as required by the Senior Management Team or Board

January 2025



## Canopy Housing – Housing & Support Administrator Person Specification

### Essential criteria

- Experience of working in a frontline role in a housing or support service
- Excellent administrative skills
- Good IT knowledge, including MS Office 365
- Good oral and written communication skills
- Well organised, with good time management skills
- A good working knowledge of welfare benefits (in particular Housing Benefit and Universal Credit) or a willingness to undertake training in this area
- A knowledge of, or willingness to learn about housing support work
- A commitment to putting the needs of tenants first, showing empathy, patience and understanding of tenants' needs and requirements.
- Understanding of the issues facing disadvantaged people and communities, and of appropriate ways of handling this at work
- An ability to investigate and respond to customer complaints.
- An ability to deal with occasional crisis situations (e.g. if a tenant had no electricity)
- Ability to manage own workload and use initiative to solve problems
- An ability to work as part of a team and a willingness to help and support colleagues.
- A commitment to diversity, equity and inclusion.
- An ability to collect, record, maintain and report on data using appropriate systems and in line with GDPR.

### Desirable criteria

- Experience of using a CRM, Housing Management or Support IT system
- Full driving licence

January 2025