

Dear Sir/Madam

**Re: Part Time Admin Worker**

Thank you for expressing an interest in the above post.

Please find enclosed/attached a job description, person specification and an application form (C.V.s will not be accepted)

The closing date for the completed application form is the 7<sup>th</sup>. April 2015 (to be returned to the above address) If you do not receive an invitation for an interview within 14 days of the closing date, I would like to thank you for applying, but unfortunately your application was unsuccessful this time.

For your information, the Co-operative has been in existence since 1978 and owns around 70 properties and households in and around the Tooting area.

The staff of the Co-op who are answerable to the Management Committee play an active role in the running of the housing management and maintenance services (e.g. rent collection and accounting, organising day-to-day repairs and long term maintenance program, re-letting of empty properties) for the housed members.

The Co-op also provides these services on an agency basis to around a further 110 properties and households who are members of several other Co-ops in South London.

Yours sincerely,

**Michael McCann**

Co-op Manager

For and on behalf of the Management Committee

Tooting Bec Housing Co-operative Ltd.



Tooting Bec Housing Co-operative

Tooting Bec Housing Co-op  
151 Trinity Road, London SW17 7HJ

Tel: 0208 682 0010  
Email: info@tbhcoop.co.uk

**Application Form : P/T Admin Worker**

**Private & Confidential**

Surname	
Address	
Postcode	

Forenames
Telephone No's:

Home  
Mobile

Date of Birth

Please tell us about your qualifications

Please tell us about your current and previous work experience:

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References - please give name and address of two people able to provide us with a reference. One should be current or most recent employer

Name	Address	Telephone
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Please read the enclosed job details and tell us what you will bring to the job:

**PART TIME:** If you are applying to work part time, please tell us about your availability:

Equal Opportunities monitoring: You do not have to answer the following questions but it helps us monitor our equal opportunities policy. Thank you.

Are you Male?		Please state your ethnic origin:	
Female?		African	
Do you have a disability?		Bengali	
		Black British	
		Caribbean	
		Chinese	
		Indian	
		Pakistani	
		White British	
		Other	

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**TOOTING BEC HOUSING SERVICES**  
**Job Description for part time Co-op Support / Admin Worker**

Tooting Bec Housing Co-op owns manages about 180 properties, including those of other small co-ops. The main duties of the job are detailed below. You must be able to communicate via telephone in a clear and professional manner and some experience of using office computer systems like Word or Excel would be very useful. You will be trained to use our specialised computer database system (which is based on Access) for Rent accounts, repairs and maintenance orders and data on the housing stock.

Type of work	Tasks
Administrative	Opening, sorting and date stamping mail and dealing with correspondence
	Updating the office "Outlook" diary
	Assisting in ordering stationery, equipment and other office items
	Keeping the office secure and maintaining clean and tidy working conditions
	Maintaining efficient storage and retrieval of records and filing documents
	Updating various computer files, spreadsheets and databases
	Writing and sending letters using Word Processing facilities
Customer Service	Answering telephone enquiries and personal callers at office politely
	Responding to and dealing with enquiries from external callers including tenants, contractors, agents, and the public
	Taking messages and relevant details of enquiries for Co-op Manager and Senior Co-op Officer to follow up
	Maintaining contact / liaison with Co-op Manager and Senior Co-op worker when out of office
Rent Administration	Updating Tenants' rent accounts on the computer system with payments by cheque, Direct Debit, Standing Order and Housing Benefit payments to tenants accounts (or direct to the Co-op)
	Monitoring current and former tenant Arrears at prescribed intervals, preparing and distributing arrears reminder letters in accordance with Co-op policy
	Preparing documents for court action / re-possession
	Recording and reconciling rent payments with bank statements
	Producing Rent Income and Rent Arrears reports as required by the Co-op Manager
	Monitoring and chasing Housing Benefit payments
Financial	Updating expenditure records and reconciling payments with bank statements
	Keeping computerised and manual financial ledgers and accounts up to date
Governance	Becoming familiar with and complying with Co-op Standing Orders, policies and procedures
	Assisting with preparing and distributing agenda and minutes of Co-op meetings
	Occasionally attending Co-op meetings in the evenings

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