**Administration Officer – £25,625 per annum – Harrogate, North Yorkshire**

**The Role**

Do you enjoy helping people and solving problems in a calm, professional way? Are you experienced in administration and confident working with systems, customers, and colleagues alike? As our Administration Officer you’ll be the first point of contact for many of our customers and contractors—whether that’s answering phones, managing inboxes, updating systems, or helping with repairs and compliance records. This role is ideal for someone who is friendly, efficient, and highly organised, with strong attention to detail.

If this sounds interesting, then this could be the perfect opportunity for you.

**Key Responsibilities:**

* Provide a welcoming and professional reception service
* Handle incoming calls and resolve queries where possible
* Update customer and property information on our housing system
* Maintain inboxes for general and repair enquiries
* Raise and manage repairs and monitor contractor performance
* Process contractor invoices accurately and on time
* Assist with meeting arrangements and documentation
* Support the Housing Team
* Carry out customer satisfaction calls
* Monitor safety and compliance data, including gas and electrical checks
* Maintain the approved contractor list
* Log and track complaints and compliments in line with policy

**Company:**

We are a small, but expanding, housing association currently managing 300 properties in and around the Harrogate District.  We offer homes for rent and on a shared ownership basis. With a personal, local service we want to help our customers create homes near family and work.

**The Person**

We’re looking for someone who:

* Has excellent customer service and communication skills
* Is confident using Microsoft Word and Excel
* Is organised, detail-focused, and can manage multiple tasks
* Works well both independently and as part of a team
* Holds a full UK driving licence and access to a car (desirable)
* Is flexible and willing to adapt to changing priorities

Experience in customer service and admin is essential, any related qualifications is a bonus. We will support training for a professional qualification in housing.