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|  | Job Description Administration Assistant | |
| | Document Owner: Head of Group HR Services | Document No: CCH-JD-CAAA |

| Version No | Revision Date | Reason for Revision |
|------------|---------------|---------------------|
| 002 | March 2016 | Initial Version |

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| Directorate: Property & Assets Directorate | Grade: Band C |
| Division Resource Planning | Job Evaluation Number C2543 |
| Reports To: Programme Manager | Responsible For: N/A |

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| <u>Job Purpose:</u> To provide administration support to the Property & Assets Division ensuring high standards of service to customers and staff. |
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| <u>Main Duties and Key Result Areas:</u> <ul style="list-style-type: none"> • Provide administration support for subcontract works, contractor liaising, placing purchase orders, amending purchase orders, monitoring invoice documentation and approving purchase orders for payment. • Provide an efficient works creation/ completion service including analysing and interpreting data in conjunction with Orchard. • Provide administrative support and assist in the planning and coordination of work programmes. • Co-ordination of contracts to be processed in our in-house systems to generate planned programmes. • Assist the Programme Manager in the project management of works programmes. • Liaise with inspectors and surveyors and process results in order to administer the annual improvement programmes. • To take and deal with telephone, e-mail and other enquiries including complaints from tenants regarding planned programmes. • Update internal progress sheets and process goodwill payments in line with actual progress liaising with Service Team Leaders. • To arrange and attend regular progress meetings and produce comprehensive minutes of meetings before distributing to internal and external clients/sub-contractors. |
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| Version: 02 | Issue Date: March 2016 | Page 1 of 5 |
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- Provide administration support to technical teams, interpreting information and collating data where required.
- Filing both paper based and electronic documents including updating legislative documents i.e. Gas Safe registers, NICEIC, FENSA and Legionella monitoring. Quality control of documentation/ admin audit of forms.
- Administration support to assets, planning, facilities and service charge teams as and when required.
- Recording and collating of confidential information which complies with the Data Protection Act 1998. Finalising material costing and raising invoices.
- General office duties, mail distribution, archive tasks. Email and telephone enquiries to the division.
- Updating internal systems, property specifications/ attributes, support to Asset Management Team.

The above is not an exhaustive list of duties. You will be required to undertake any other reasonable duties in line with the purpose and grading of the post

Dimensions:

Financial

Accounting of invoices for a small amount

Management responsibility

None

Resources

Information systems

Environment:

ALL employees will be expected to:-

- Live the company values being fair, forward-thinking, accountable, customer focussed, open, transparent, proud and passionate, so that the highest standards of customer care can be achieved.
- Be committed to diversity and inclusion of all.
- Contribute to development of and strive to meet departmental, team and individual targets.
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement.
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures.

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- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so.
- Promote value for money and continuous improvement within the service area.
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.

Managers of other staff will also be required to:-

- To be responsible and accountable for ensuring compliance with the adopted Code of Conduct and the associated policies and procedures.
- To be responsible and accountable for identifying the risks and implications associated with the requirements of the role and take appropriate action to mitigate potential consequences
- Deliver departmental projects and initiatives as identified in the corporate and departmental plans.
- Lead, manage and motivate staff, apply the staff appraisal and development scheme, one to one performance feedback discussions and ensure that staff attends identified training.
- Monitor service delivery and progress towards targets to ensure standards are met and where possible exceeded.
- Ensure compliance with Health & Safety legislation, policy and procedures; for example, completion of Risk Assessments/ Method Statements and Accident Investigations, ensure the correct number of First Aiders are in the team and promote compliance with mandatory training requirements.
Effectively manage physical, human and financial resources allocated as your responsibility.

Signed: Date:

Print Name:



Person Specification Administration Assistant

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Head of Group HR Services

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| Attribute | Detail | Criteria | | How Identified | | | | |
|--------------------------------------|---|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|-------|
| | | Essential | Desirable | Application Form | Interview | References | Test | Score |
| Skills/Abilities | IT Literate | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| | Good Analytical Skills/methodical approach | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | Effective organisational skills | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | Be able to demonstrate a high level of communication skills | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| | Confident and able to give clear directions | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Knowledge | Sound knowledge of applying standards in services to customers (service definition) | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| | Knowledge of Opti-time DRS software | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | Knowledge of Microsoft Office Software and Orchard Housing Management System. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Experience | Experience of data input | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| | Proven experience in front line customer service | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| | Experience of working to deadlines and service pressures/demands | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| Qualifications | NVQ Level 2 or equivalent | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | Good standard of Education inc English & Maths | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Personal Attributes/ Circumstance | Flexible and open to change | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | Professional and customer orientated approach | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | Effective team worker | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | Committed to inclusion, equality and diversity | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |



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| | Aligned to the aims and values of the Company | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | Committed to Personal and Professional Development | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | Proactive and committed to continuous improvement in service delivery | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | To be able to carry out work without hinderance | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |