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| **Job Description** | |
| **Post title** | Administration Assistant (Housing) |
| **JE Reference No** | N8689 |
| **Grade** | 2 |
| **Service** | Resources |
| **Service Area** | Business Services – Housing |
| **Reporting to** | Business Services Line Manager |
| **Location** | Your normal place of work will be Crook CAP, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is** **not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The post holder will be part of the Councils Business Services support service, which provides a range of support services to teams across the Council.

The role is part of a team who provide a wide and varied range of administrative support, assisting with the provision of an effective and efficient support service to the Housing Solutions team.

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| **Duties and responsibilities** |

* Arranging meetings & seminars and attending promotional events and minute taking where necessary.
* To maintain effective records.
* To support and assist the Housing Solutions Team to deliver its functions and prioritise.
* To ensure all IT records are kept up to date.
* General administration for the Housing Solutions Service, answering telephone, assisting with interviews, booking appointments, minute taking.
* General finance support, invoicing and orders using Oracle.
* Cover for other Housing Solutions Administrators.

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| **Organisational responsibilities** |

* **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

* **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

* **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

* **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

* **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

* **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we are developing policies, which will seek to remove any barriers to equality of opportunity and to eliminate unfair and unlawful discrimination.

These policies apply to all employees of Durham County Council.

* **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

* **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 2 or equivalent | * Relevant equivalent administrative qualification |
| Experience | * Experience delivering an Administration function |  |
| Skills & Knowledge | * Computer literate * A caring approach and a desire to achieve a high quality of life for customers * The ability to deal with people effectively and sympathetically in sometimes difficult and sensitive situations * The ability to liaise with other agencies in order to achieve the best results for all concerned * Be able to work as part of a team and support other colleagues in their roles |  |
| Personal Qualities | * Flexible * Enthusiastic * Dedicated |  |