



## Job Description

**Job Title:** Administration Assistant

**Job Summary:** In conjunction with the Senior Administrator, to have day to day responsibility for providing an effective and customer focussed housing management service.

To have day to day responsibility for maintaining an effective secretarial / reception service

In conjunction with the Senior Administrator and Operational Management Team, to administer the Maintenance Programme and contribute to maintaining high standards of health and safety across schemes.

**Hours of Work:** 20 per week

**Rate of Pay:** £8.30 p/h

**Leave:** 25 Days and 8 statutory Bank Holidays (pro rata)  
Rising to 27 plus 8 statutory Bank Holidays pro rata, after five years of service.  
Rising to 29 plus 8 statutory Bank Holidays pro rata, after ten years of service.

**Responsible to:** Senior Administrator

## **Main Duties:**

### **1. Maintenance:**

- In conjunction with the Senior Administrator, to lead on the administration of the in-house handyperson service, including:
  - Maintaining the outstanding job list, allocate new tasks an appropriate target completion time, and record jobs that have been completed.
  - Communicating effectively with the Handyperson, to ensure that jobs are completed in an efficient and timely manner, meeting target completion times and maintaining a high level of customer satisfaction.
  - Check and authorise the Handyperson's timesheets
- To liaise with support staff, monitoring and chasing as necessary any maintenance issues reported to partner Housing Associations, including compiling a monthly maintenance update for key Housing Association staff.
- In conjunction with the Senior Administrator, to compile monthly performance monitoring figures for in-house maintenance tasks, and regular updates on maintenance issues, to be presented to the Chief Executive / Management Committee.
- To obtain quotes for, and arrange, both routine and ad-hoc maintenance work across homes, liaising with staff and tenants as appropriate.
- To assist in the running of the annual maintenance programme.
- To maintain the list of approved contractors.
- To visit sites as needed to carry out routine checks or to allow access – own transport to be utilised (mileage payable)

### **2. Health and Safety**

- To work as part of the team in maintaining a safe environment within the office, including carrying out tests of office fire alarm / emergency lights, ensuring disposal of waste, and keeping the general environment clean and hazard free.

- To assist in arranging and monitoring the carrying out of key health and safety checks across schemes, such as gas safety checks, hardwire testing, asbestos management and legionella checks.
- To maintain the Company COSHH register.
- In conjunction with the Senior Administrator, to follow up any action points highlighted at health and safety checks or audits.

### **3. General**

- To provide a friendly and efficient reception service, handling and resolving all types of queries and enquires (telephone, email, written etc.) and provide timely responses using own initiative, escalating more complex issues.
- To provide an effective and efficient secretarial service to the Management Team, Management Committee and Support Workers, including preparation of letters, documents and reports, primarily via the use of MS Word and Excel.
- To create, maintain and use records and databases, both computerised and manual, as directed, and complete filing.
- To develop knowledge of the organisation and its clients, contractors, housing association partners and commissioners in order to be able to assist with and resolve enquiries in an informed way.
- To develop links with external organisations to enable Tenants to be given advice and signposted to appropriate organisations.
- To develop and maintain a database of relevant community based services in order to provide advice to Tenants and staff.
- To assist the Team Leader and Scheme Managers in managing applications for the Supported Flats.
- In conjunction with the Senior Administrator and Finance Officer, to undertake analysis of data and produce reports as required (often utilising MS Excel).
- To issue Licence/Tenancy Agreements and Handbooks to new Service Users/Tenants, and complete paperwork including CORE forms.

- To regularly review the Service User and Tenants' Handbooks.
- To assist in posting job advertisements and preparing recruitment documentation.
- To recognise the importance of confidentiality and ensuring appropriate safeguards are in place (in line with GDPR).
- To provide cover for other office staff, as required.
- To take any post to the post box or post office, and carry out general errands as needed e.g. arranging for key cutting.
- To adhere to the policies and procedures in place within the Organisation, including complying with the requirements of the Health and Safety at Work Act 1974.
- To undertake any other duties as reasonably required by the Management Team or Senior Administrator.

*Updated May 2018.*