



## **Administrative Assistant**

### **Job details**

Job title: Administrative Assistant

Pay Scale: BA2 - £26,409 - £26,835

Reports to: Housing and Property Services Team Leaders

Responsible for: N/A

Directorate and Service area: Adults, Health Partnerships and Housing – Housing Property Services

### **Purpose of the job**

- To provide administrative assistance to the Housing Property Services team as required.
- To promote good standards of customer care and quality of performance.

### **Principal responsibilities**

1. Arrange meetings, maintain electronic diaries.
2. Open and distribute post as appropriate.
3. To maintain an effective filing system.
4. Responding to standard correspondence, typing letters and other documents as required, including telephone and e-mailing communications on behalf of Housing Property Services.
5. Undertake research and data gathering exercises under the direction of the Housing Property Service Team Leaders.
6. Maintain systems in relation to service specific issues.
7. Issuing of orders to external contractors and companies for goods and services.
8. To be responsible for the maintenance of accurate records on projects under the team's control to satisfy audit requirements, contract procedures and demonstrate good financial control.
9. Undertake relevant administrative duties as required by the Contracts, Standing Orders and Financial Regulations and relevant administrative duties as required by the Construction (Design and Management) Regulations 2015 including preparation of notifications and liaison with the Health and Safety Executive and Corporate Health and Safety.
10. Undertake fleet administrative duties.
11. Assisting with the production of regular monitoring reports, i.e. progress with Council projects, budget monitoring, performance / management data, analysis of customer satisfaction and associated reports in time for monthly meetings.
12. Utilise the inhouse computer systems to place orders, receipt goods and process sundry invoices. Checking of budget provision, relevant code and authority to spend on all orders and checking of receipt of invoice.
13. Utilise and update the in-house computer systems which needs to be constantly updated in order to provide accurate records for housing.
14. On a daily basis deal with enquiries provided by tenants, residents, members, other council departments, suppliers and contractors both on the telephone and in person, i.e. investigating complaints and problem solving where possible.

15. Maintain a working knowledge of administration systems and procedures.
16. Archiving of data that is held within the Housing Property Services offices and external storage facility.
17. Carry out other duties as required commensurate with the grading of the post. Such other delegated duties, responsibilities and ad hoc projects from Housing Property Services Team Leaders.
18. Ensure that the Health and Safety of themselves and all others affected by their work is a priority and H&S procedures and policies are strictly followed and adhered to.

### **General responsibilities applicable to all jobs**

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.



**North  
Northamptonshire  
Council**

## Person Specification

<b>Attributes</b>	<b>Essential criteria</b>	<b>Desirable criteria</b>
Education, Qualifications and Training	Good level of education including Maths and English GCSEs equivalent.	Business Administration NVQ or equivalent
Experience and Knowledge	Experience of working in an office environment	Experience in a Local Authority
Ability and Skills	<p>Experience of sending e-mails and composing letters</p> <p>Experience and knowledge of routine office procedures.</p> <p>Experience of using Microsoft packages such as Word, Excel, PowerPoint and Outlook in an office environment and be proficient in all.</p> <p>Able to deal with confidential and sensitive information.</p> <p>Methodical, accurate and able to work to tight deadlines and prioritise work.</p> <p>Customer focused – improving the quality of customer service and record keeping.</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Must have a flexible approach to working, be able to work on own initiative and also part of a team</p> <p>Good interpersonal skills.</p> <p>Prepared to undertake training.</p>	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	N/A	