# Administrative Assistant

## Job details

Job title: Administrative Assistant

Grade: CBCSCP 5-6

Reports to: Electrical Team Leader

Responsible for: N/A

Directorate and Service area: Housing, Development and Property Services

## Purpose of the job

* To provide administrative support to the Gas and Electrical Team
* To provide administrative assistance to the Housing Property Services team as required.
* To promote good standards of customer care and quality of performance.
* Assisting our Gas and Electrical Despatcher in their duties and provide cover if/when the need arises.

## Principal responsibilities

1. Arrange meetings, take minutes and maintain electronic diaries.
2. Open and distribute post as appropriate for team.
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 the Compliance Team.
5. Undertake research and data gathering exercises under the direction of the Electrical Team Leader.
6. Maintain databases in relation to service specific issues and requirements.
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. 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.
11. 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.
12. Utilise and update the in-house computer systems which needs to be constantly updated in order to provide accurate records for housing.
13. On a daily basis deal with enquiries provided by tenants, residents and contractor, i.e. providing repair updates, booking appointments, investigating complaints, and problem solving where possible.
14. Maintain a working knowledge of administration systems and procedures.
15. 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 Electrical Team   
Leader and the scope of the job purpose and the services division responsibilities.

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.

# Person Specification

| **Attributes** | **Essential criteria** | **Desirable criteria** |
| --- | --- | --- |
| Education, Qualifications and Training | Good level of education including Maths and English GCSEs equivalent. |  |
| Experience and Knowledge | Experience of sending e-mails and writing letters  Experience and knowledge of routine office procedures.  Experience of using Microsoft packages such as Word, Excel, PowerPoint and Outlook in an office environment and be proficient in all. | Experience of Taking Minutes  Experience in a Local Authority or  Housing Association office environment. |
| Ability and Skills | Able to deal with confidential and sensitive information.  Methodical, accurate and able to work to tight deadlines and prioritise work.  Customer focused – improving the quality of customer service and record keeping.  Must have a flexible approach to working, be able to work on own initiative and also part of a team.  Good interpersonal skills.  Prepared to undertake training. |  |
| Equal Opportunities | Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs. |  |
| Additional Factors | N/A |  |