


Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION		
Position:	Customer Service Centre Administrator (CSCA)	
Department	Customer Service Centre	
Reports to:	Customer Service Centre Manager	
Band:	H	
Date:	May 2016	

Purpose of Job

To undertake a range of secretarial, organisational and administrative tasks for Telecare.

Main duties and responsibilities

1. To open and distribute mail; frank post and record all outgoing mail.
2. To undertake typing (copy/shorthand) and word processing duties.
3. To provide a secretarial service to the Customer Service Manager, including arranging meetings, travel and accommodation and answering routine mail.
4. To administer effective stock control and purchasing of stationery and general office supplies, ensure expenditure against budget is not exceeded. To be responsible for maintaining the office inventory.
5. To operate the office petty cash float.
6. To administer the authorisation and payment of invoices for office services.
7. To administer the billing of corporate clients via the IBS system and provide reports, as requested by the Customer Service Centre Manager
 - Billing of Corporate and Private Clients – Monthly, Quarterly and Annual payments on 'Open Accounts'
 - Distribution of Yearly Price Increase letters, notifying of their annual price increase
 - First point of contact for enquiries pertaining to billing.
 - ordering of Telecare equipment
 - sending out replacement equipment to the clients To organise office housekeeping and liaise with Maintenance, Services and IT sections on a day-to-day basis to ensure relevant maintenance contracts and works are arranged for the building and associated areas.
8. To organise office housekeeping and liaise with Maintenance, Services and IT sections on a day-to-day basis to ensure relevant maintenance contracts and works are arranged for the building and associated areas
9. To ensure that office equipment is properly maintained (e.g. Tunstall Telecom PNC equipment, fax, photocopier, etc) and that maintenance contracts are held for all

relevant items. To assist in public relations activities.

10. To be responsible for maintaining the office inventory.

11. To assist in public relations activities.

12. To assist the Customer Service Centre Manager in respect of publicity, including the production of brochures/leaflets and other corporate information.

13. To administer arrangements for conferences and other events, liaising with both internal and external parties as appropriate.

14. To assist and share knowledge and experience with colleagues as required.

15. To undertake any other duties delegated by the Customer Service Centre Manager

16. New Business Private clients – managing new business application process,
Implementation of new client on Open accounts

17. General supportive role to GHSC Manager / Repairs Supervisor / Telecare Supervisor

- Annual – Smoke Detector Testing & Cleaning administration
- Client survey's who have reported faults or repairs during that month
- Set-up monthly Senior Operator and Repairs Meetings
- Agenda's are sent out in advance
- Recording attendance and apologies
- Recording notes of the meeting and on completion typing up the notes & distributing to my fellow colleagues
- taking Minutes or taking Notes at Grievance Meetings and Disciplinary investigations

Working Relationships

The list below provides an outline of relationships:

Internal

- Customer Service Centre Manager
- Repairs Supervisor.
- Telecare Supervisor
- GHCS Project Manager
- Business Development Role

External

- Corporate customer liaison

5. Performance Management

5.1 Work within a performance culture, which is underpinned by a strong, personal performance motive and belief in continuous improvement.

Operate within a Strategic Business Unit (SBU).

Deliver key business objectives and meet Key Performance Indicators (KPIs) through a personal performance plan.

Analyse work and produce action plans where performance improvement is required.

Job context and other relevant information. The post holder: Customer Service Centre Administrator (CSCA)

- must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- must have due regard to the Association's current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
- must work in accordance with the Association's policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties as may be required to meet the needs and responsibility of the Service and the Association.

Signed Line Manager (if applicable)

Signed Postholder

Person Specification

Job Title: Administrative Assistant (Telecare)



As part of the Disability Symbol accreditation, the Association has made the commitment to interview all applicants with a disability who meet minimum essential criteria for the post.

Criteria	Essential/ Desirable
1. Skills/Abilities/Knowledge <i>This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.</i>	
<ul style="list-style-type: none"> • Excellent organisation skills applicable to office management, related systems and their development 	Essential
<ul style="list-style-type: none"> • Able to work with minimum supervision. 	Essential
<ul style="list-style-type: none"> • Able to work as part of a team. 	Essential
<ul style="list-style-type: none"> • Basic computer skills, including experience using Microsoft Windows, word-processing & e-mail. 	Essential
<ul style="list-style-type: none"> • Ability to liaise and communicate at all levels both inside and outside the Association. 	Essential
2. Experience <i>This section specifies the level and quality of experience required.</i>	
<ul style="list-style-type: none"> • Experience working in an office environment. 	Essential
<ul style="list-style-type: none"> • Experience typing a wide range of management reports and documentation. 	Essential
3. Education/Qualifications <i>Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.</i>	
<ul style="list-style-type: none"> • Standard Grade level or equivalent 	Essential
4. Other <i>This section specifies other factors which may be necessary.</i>	
5. Equal Opportunities This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the postholder is willing to work in accordance with existing policies and codes of practice	Essential

