


Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION		
Position:	Administrative Assistant	
Department:	Customer Services	
Reports to:	Very Sheltered/Manager/Service Manager	
Band:	I	
Date:	May 2016	

Purpose of Job

To undertake a range of secretarial, organisational and administrative tasks; in Care, Support and Housing Management Services.

Main duties and responsibilities

1. To open and distribute mail; prepare, post and record all outgoing mail.
2. To deal with phone calls and provide an effective reception service
3. To access and deal with service e-mails and other electronic communications..
4. To undertake typing (copy/shorthand) and word processing duties as required by the service.
5. Ensure that records, both manually and electronically, are held, maintained and updated in a clear, concise and objective way and that confidentiality is observed in accordance with the Association's policy and procedures.
6. To administer effective stock control and purchasing of stationery and general office supplies, maintaining all necessary records and keeping within development budgets.
7. To operate the office petty cash float and deal with and accurately record all income and expenditure on the development.
8. Process and bank all income in line with Hanover's policies and procedures.
9. To process invoices for payment..
10. Process and check staff time sheets and make available for senior staff to sign.
11. To organise office housekeeping and liaise with Maintenance Services as and when required.
12. To ensure that the services equipment is properly checked and maintained, eg Tunstall call system, emergency lighting, battery back up systems, fire alarms and extinguishers etc.
13. To be responsible for maintaining the service inventory.
14. To assist in public relations activities.

15. To administer arrangements for meetings, reviews and other events, liaising with both internal and external parties as appropriate.
16. To assist in the preparation and monitoring of budgets for the development, being specifically responsible for the office services budget.
17. To prepare agendas, take and distribute minutes of staff, customer and other meetings, as required.
18. To assist and share knowledge and experience with colleagues as required.
19. To undertake any other duties delegated by the Senior Home Support Worker and Service Manager.
20. Work within a performance culture, which is underpinned by a strong, personal performance motive and belief in continuous improvement.
21. Operate within a Strategic Business Unit (SBU).
22. Deliver key business objectives and meet Key Performance Indicators(KPIs) through a personal performance plan.
23. Analyse work and produce action plans where performance improvement is required.”

Working Relationships

The list below provides an outline of relationships:

Internal

- Home Support Worker
- Sen Home Support Worker
- Service Manager
- Operations Manager-Care
- Customers

External

- Visitors to the development
- Families of tenants
- External Agencies

Job context and other relevant information.

The post holder:

- 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.

Person Specification

Job Title: Administrative Assistant (VSH)



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>	
• The post-holder will have good clerical/administrative skills	Essential
• Fully competent in office practice	Essential
• Will be competent user of Microsoft word-processing and spreadsheet applications, or equivalent	Essential
• Good communication and interpersonal skills	Essential
• Effective organisational skills with the ability to work to deadlines	Essential
• Basic skills in health and safety including identification and reporting of hazards and minimizing risks.	Essential
• Able to operate in a working environment where it is the norm to match job performance to practice standards in the interests of optimum service provision	Essential
• Adaptable with the ability to work within different departments carrying out a variety of tasks	Essential
• Basic computer skills, including experience using Microsoft Windows, word-processing & e-mail	Essential
• Good ICT skills being able to use care, staff and housing management software and IT tools with the ability to learn and use new tools as they become available.	Desirable
2. Experience <i>This section specifies the level and quality of experience required.</i>	
• Good grounding in office procedures (minimum of one year experience)	
3. Education/Qualifications <i>Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.</i>	
• Standard Grade Level 3 or equivalent	
4. Other <i>This section specifies other factors which may be necessary.</i>	
• Ability to work on own initiative with minimum supervision and as an	

effective team member	
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