**Hanover (Scotland) Housing Association Ltd**

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| **Job Description** | | |
| **Position:** | Administrative Assistant (Customer Engagement) | **Hanover_logo_small** |
| **Department:** | Customer Services |
| **Reports to:** | Performance Manager |
| **Band:** | H |
| **Date** | May 2016 |

**Purpose of Job**

To provide administration and support for the Association’s customer engagement functions. To provide administrative support to area offices with customer engagement and other meetings.

**Main Duties**

1. To assist and support tenants and staff with customer engagement initiatives, including setting up and maintaining Registered Tenants’ Organisations.
2. To organise and administer focus groups and other customer engagement events.
3. To maintain and update the Scottish Executive’s Register of Tenants’ Organisations.
4. To attend events relating to customer engagement and to carry out related administration as required.
5. To take minutes of Tenant Focus Group meetings and other customer engagement meetings.
6. To prepare and disseminate information and publicity material for customer engagement initiatives.
7. To ensure the Association’s intranet is updated with all relevant customer engagement material.
8. To maintain customer engagement files and related office systems.
9. To process relevant invoices, as required.
10. To issue and administer start-up grants to Registered Tenants’ Organisations.
11. To answer routine customer engagement enquiries.
12. To assist and share knowledge and experience with colleagues as required.
13. To provide administration assistance to the Volunteering Officer.
14. To provide administration assistance to Customer Services staff in support of their work.
15. To assist with the customer engagement surrounding the complaints process and with relevant complex complaints.
16. To deputise for the Performance Officer for Customer Services during periods of annual leave, sickness and any other unforeseen circumstances.
17. To undertake any other duty that may reasonably be required and delegated by the Director of Customer Services and/or the Performance Manager.

**Performance Management**

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

19.   Operate within a Strategic Business Unit (SBU).

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

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

**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 delegated by line-manager that may be required to meet the needs and responsibility of the Service and the Association.

Signed …………………………………………. Line Manager (if applicable)

Signed ………………………………………….. Post holder

**Person Specification**

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| **Job Title: Administrative Assistant (Customer Engagement and Volunteering)**    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**  *This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.* |  | | |
| * Fully competent in office practice. | Essential | | |
| * Good level of interpersonal skills with the ability to communicate effectively, both orally and in writing, with persons at all levels. | Essential | | |
| * Note taking skills with ability to produce clear and accurate records of meetings. | Essential | | |
| * Good level of competence in word processing. | Essential | | |
| * Competent user of Microsoft or equivalent standard applications (Excel, Word) and corporate databases | Essential | | |
| * Ability to prioritise a varied workload and produce quality work to deadlines. | Essential | | |
| * Excellent organisational skills. | Essential | | |
| * Be able to communicate and represent themselves effectively at a variety of levels, both within and outwith the Association. | Essential | | |
| * Good reporting skills. | Essential | | |
| * Good analytical skills. | Essential | | |
| * Effective project management skills. | Essential | | |
| **2. Experience**  *This section specifies the level and quality of experience required.* |  | | |
| * Good grounding in office procedures. | Essential | | |
| * Experience of working with Tenant or Resident groups | Desirable | | |
| **3. Education/Qualifications** |  | | |
| * Educated to Higher Grade or equivalent | Essential | | |
| **4. Other**  *This section specifies other factors which may be necessary.* |  | | |
| * Ability to work on own initiative with minimum supervision and as an effective team member. | Essential | | |
| **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 | | |