


Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION		
Position:	Office Assistant (Area Office)	
Department:	Customer Services	
Reports to:	Operations Manager (Customer Services)	
Band:	H	
Date:	May 2016	

Purpose of Job

To organise Area Office resources, provide assistance to the Enhanced Housing Manager and Operations Managers with management of calendars and emails and undertake administrative, clerical, typing and reception duties.

Main duties and responsibilities

1. To act as receptionist, dealing with all telephone enquiries and office callers. To issue housing application packs where required.
2. To welcome office callers for meetings, and direct them to relevant meeting room. To prepare meeting rooms in advance to ensure meeting room diaries are maintained and kept up to date at all times. Arrange any catering and necessary risk assessments required.
3. To open, date and distribute all incoming mail: frank, post all outgoing mail, this includes a weekly mailshot to developments.
4. To carry out all necessary Health and Safety Testing regimes and workplace inspections within the Area Office.
5. To receive and correctly code and record development and office invoices, and process these for payment via the Associations Finance System for authorisation by the Operations Manager.
6. To administer development waiting lists and issue standard letters, forms, details to applicants. To acknowledge any relevant correspondence relating to Housing applicants.
7. To administer all purchase order processing for the Area Office and Developments and arrange distribution.
8. To undertake all stationery order requests for developments.
9. To operate the office petty cash float and assist where necessary with the collation of the office credit card billing invoices and receipts
10. To type/use word processor for correspondence for the Enhanced Housing Manager, Operations Manager and others as necessary.

11. To maintain office filing including updating of databases regarding development and resident details and ensuring that documents are regularly collected for scanning. To oversee filing systems within the Area Office including IT and intranet based systems.
12. To complete office and development inventories.
13. To collate Owner Occupied Information Packs and ensure there are adequate supplies of documents required in stock.
14. To administer Home For You information, update workflows where appropriate, input housing applications and maintain the Home Visits Register.
15. To distribute all Policies and Procedures to developments as necessary.
16. To organise and minute Area Office, Owner Forums, Tenant Forums and other meetings as designated by the Enhanced Housing Manager.
17. To assist and share knowledge and experience with colleagues as required.
18. To assist the Enhanced Housing Manager and Operations Manager in managing their calendars and emails.
19. To contribute to and operate within the Association's Policies and Procedures and overall strategy.
20. Performance Management
 - 20.1 Work within a performance culture, which is underpinned by a strong, personal performance motive and a belief in continuous improvement.
 - 20.2 Operate within a Strategic Business Unit (SBU).
 - 20.3 Deliver and monitor business objectives through a personal management plan to meet key objectives and Key Performance Indicators (KPIs).
 - 20.4 Provide analysis and action plans where improvements are required.
21. To undertake any other duties delegated by the Enhanced Housing Manager and the Operations Manager.

Due to the small establishment level at Area Offices, there will be overlap and flexibility between posts to ensure workload is covered during periods of annual leave, sickness and any other unforeseen circumstances.

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.

Signed Line Manager (if applicable)

Signed Postholder

Person Specification

Job Title: Office Assistant (Area Offices)

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
2. Experience <i>This section specifies the level and quality of experience required.</i>	
• Good grounding in office procedures (minimum of one year experience)	Essential
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	Essential
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	Essential

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
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