

Administrative Assistant (Housing)

Final

March 2019

POST: Administrative Assistant (Housing)
SERVICE: Housing & Community Services
SECTION: Business Support Services (Housing)
BAND: 3
REPORTS TO: Business Support Manager
RESPONSIBLE FOR: N/A
TYPE: Hot desking at any location

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

MAIN PURPOSE

To work as part of the Housing Services Business Support Team undertaking a range of back office administrative functions. Could work in any of the housing locations across the borough undertaking a range of housing and community functions as required.

This post supports all service areas within Housing & Community Services and is often a reactive post that will require a flexible, adaptable and developmental outlook to all work areas, recognising and responding to the rapidly changing environment in which the team works.

DUTIES

1. Undertake general administrative tasks such as typing, filing, photo-copying, laminating, scanning and updating recording systems.
2. Provide administrative support to all Housing & Community service areas as directed and as required during busy times of the year.
3. Provide meeting support as required including preparing agendas, taking minutes and attendance at some evening meetings.
4. Competent in the use of the Council's information technology systems which include Microsoft Word (eg mail merge), Excel, databases, Civica, Alchemy and CRM systems.

5. Responsible for maintaining and keeping tidy stationery cupboards, printers, photocopiers and ensure they are stocked of appropriate equipment at all times.
6. Undertake the administration and distribution of concessionary TV licences for qualifying sheltered accommodation and communal TV Licences for common rooms.
7. Process goods and stationery requests for Housing & Community Services including monitoring of stores, stationery and consumables for 45 sheltered housing schemes.
8. Raise and reconcile orders for sheltered housing communal facilities and update relevant databases.
9. Ensure that the postal service is provided for both internal and external mail and that all correspondence is recorded on the appropriate system as required and distributed to staff each day.
10. Process requests for information in relation to the sale of leasehold properties in the borough, liaising with the Council's Legal Officers and external solicitors, preparing letters and packs of documents for distribution.
11. Undertake all the duties within the framework of Equal Opportunities.
12. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a "protected characteristic".
13. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.

PERSON SPECIFICATION

Position Title:	Administrative Assistant (Housing)	Date Prepared:	19 October 2017
Department:	Housing & Community Services	Band:	3

AF= Application Form	I = Interview	T= Test
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	REQUIREMENTS	Essential	Desirable	Assessed
1.	EXPERIENCE AND KNOWLEDGE			
1.1	Demonstrable experience of office procedures and practices, with a robust administration basis	✓		AF/I
1.2	Experience of dealing with people at all levels	✓		AF/I
1.3	Experience of team working as an effective member	✓		AF/I
1.4	Knowledge of working in a multi-disciplinary team	✓		AF/I
1.5	Experience of working to tight deadlines with a high level of accuracy	✓		AF/I/T
2.	COMPETENCIES			
	RELATING AND NETWORKING			
3.1	a) Establishes good relationships with customers and staff b) Builds wide and effective networks of contacts inside and outside the organisation c) Relates well to people at all levels d) Manages conflict e) Use humour appropriately to enhance relationships with others	✓		AF/I
	WRITING AND REPORTING			
4.1	a) Writes clearly, succinctly and correctly b) Writes convincingly in an engaging and expressive manner c) Avoids the unnecessary use of jargon or complicated language d) Writes in a well-structured and logical way e) Structures information to meet the needs and understanding of the intended audience	✓		AF/I

	REQUIREMENTS	Essential	Desirable	Assessed
6.1	<p>PLANNING AND ORGANISING</p> <ul style="list-style-type: none"> a) Sets clearly defined objectives b) Plans activities and projects well in advance and takes account of possible changing circumstances c) Managers time effectively d) Identifies and organises resources needed to accomplish tasks e) Monitors performance against deadlines and milestones 	✓		AF/I/T
6.2	<p>DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS</p> <ul style="list-style-type: none"> a) Focuses on customer needs and satisfaction b) Sets high standards for quality and quantity c) Monitors and maintains quality and productivity d) Works in a systematic, methodical and orderly way e) Consistently achieves project goals 	✓		AF/I
6.3	<p>FOLLOWING INSTRUCTIONS AND PROCEDURES</p> <ul style="list-style-type: none"> a) Appropriately follows instructions from others without unnecessarily challenging authority b) Follows procedures and policies c) Keeps to schedules d) Arrives punctually for work and meetings e) Demonstrates commitment to the organisation f) Complies with legal obligations and safety requirement of the role 	✓		AF/I
3.	EDUCATION AND TRAINING			
3.1	GCSE A*-C in English and Maths (or equivalent).	✓		AF/I
4.	OTHER			
4.1	Willingness to attend evening meetings as and when required.	✓		AF/I