

Rykneid Homes Ltd.

Job Description

Division: Property Services **Service:** Damp, Mould and Disrepair

Post: Damp, Mould and Disrepair Administration Assistant

Post Number: RH422

Responsible To: Damp, Mould and Disrepair Manager

Subordinates: None

Key Accountabilities

- To provide comprehensive administrative support to the team including producing letters, documentation, updating of records and diary/scheduling management.
- To ensure systems are kept up to date and all Damp, Mould and Disrepair information is stored in an appropriate manner.
- To provide information and reports for the team, wider business, and Senior Management Team.

Main Duties and Responsibilities

Administrative Support

- To provide all general administrative support duties within the Damp, Mould and Disrepair team.
- Ensuring all correspondence and communications are delivered to the required standard, making use of template letters or emails where appropriate.
- Maintain and update both manual and system based records, taking responsibility for data checking accuracy. To collate information required for reporting to the team, wider organisation and Senior Management Team.
- To ensure all purchase orders and invoices are processed and managed in line with financial controls and appropriate policy.
- To take minutes at team meetings.
- To answer, action and resolve telephone enquiries from customers, updating systems and spreadsheets to reflect any conversations, commitments or raising appointments or jobs in the scheduling system.

- Manage the appointments for the team making best use of available resources and co-ordinating other relevant parties where joint attendance is required.
- To make sure all information relating to users of the service, is used within the terms of the Data Protection Act, that confidentiality is maintained and guidelines for the release of information are followed in accordance with GDPR.
- To keep up to date with Company policies and procedures, to be fully conversant with the forms, leaflets and services available to the public.

General

- To respect and act in accordance with the confidential nature of our business, both personal and commercial confidentiality.
- Develop and foster positive professional relationships with colleagues, contractors and partner agencies.
- Make suggestions to improve the working situation within own area of work and Rykneld Homes as a whole.
- Adhere to Rykneld Homes Ltd. standards of behaviour and Code of Conduct.

Key Contacts

- Customers
- Staff members
- Contractors

Person Specification

Personal Skills/ Characteristics	Essential	Desirable
<u>Experience</u>		
<ul style="list-style-type: none"> • Experience of working in a Customer Care / Facing environment. • Experience of working in a housing environment • Experience of working in an administrative role. • Able to use equipment and software including Microsoft office, photocopiers, electronic filing. • Ability to write routine letters, reports • Experience of invoicing process • Operation of computerised information systems • Experience of working in a busy environment to tight deadlines • Organisational and analysis skills in terms of prioritising work, effective use of resources and evaluating performance. • Able to work under pressure, responding flexibly and to tight deadlines. • Experience of dealing with service users requiring assistance; over the telephone and face to face 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓
<u>Qualifications</u>		
<ul style="list-style-type: none"> • Educated to a minimum of GCSE level or equivalent • High level of literacy and numeracy needed to deliver the requirements of the role • ICT qualification or extensive experience 	<ul style="list-style-type: none"> ✓ ✓ ✓ 	
<u>Special Skills and Knowledge</u>		
<ul style="list-style-type: none"> • Knowledge of Housing Legislation/guidance such as Awaabs Law and HHSRS 		<ul style="list-style-type: none"> ✓

Personal Skills/ Characteristics	Essential	Desirable
<ul style="list-style-type: none"> • Proven communication skills, written and oral • Ability to take meeting minutes • Customer service skills - Must be able to deal effectively with, face to face and telephone enquiries from the public, sometimes under stressful situations. • Problem solver and able to use own initiative. • Ability to work on own initiative without close supervision • Ability to work as part of a team • Excellent keyboard skills • Experience of delivering administrative and office functions. • Organisational and analysis skills in terms of prioritising work. 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	
<p><u>Personal Qualities</u></p> <ul style="list-style-type: none"> • An understanding of and commitment to equal opportunities issues both within the workplace and the community in general • Commitment to the delivery of excellent customer care and an understanding of its relevance to this post. 	<ul style="list-style-type: none"> ✓ ✓ 	

Equalities Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. If appropriate, disabled candidates should indicate on the application form if they have needs which should be taken into account by the shortlisting manager.