

# RAILWAY HOUSING ASSOCIATION

## JOB DESCRIPTION

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**Title:** Administrative Assistant

**Responsible to:** Housing Manager

**Responsible for:** N/A

**Grade:** A

**Date:** September 2017

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### Main Responsibilities of the Role

To provide a high quality customer orientated comprehensive first contact and reception service to tenants and visitors; representing the Association in a professional manner at all times

### Key Duties

- To answer telephone enquiries and resolve and redirect as appropriate
- In the absence of staff members, take details and messages, passing them on in a timely manner
- To provide an excellent reception service to visitors
- To provide word processing service and administrative support to the Customer Services Team and, in particular:
  - Despatch of outgoing post for all departments
  - Ensure the timely despatch of mail shots
  - Invoice registration
  - Input of applicant enquiries and despatch of application packs
  - Input data as required for the updating of property and tenant records.
  - Input of housing applications
  - Maintenance and regular review of all files relating to the Housing Services Team
  - General filing
  - Administration of council tax bills including invoicing and exceptions
  - Updating maintenance context system and spreadsheets on customer satisfaction
  - Prepare mail merges to residents linked to service contracts or works on site
  - Prepare contractor reports on outstanding repairs and input completion dates
  - Post out customer satisfaction slips for routine repairs and upon return input comments
  - Assist with the administration of disturbance allowances for the planned maintenance programme

**Job Description**  
**Administrative Assistant**

- To provide cover for the Customer Services Team as required e.g. dealing with rent, low level repair queries and other tenancy related questions wherever possible
- All work to be carried out within limits of delegated authorities
- Adhere to the Association's Equalities Framework, Health and Safety Policy and all policies and procedures relevant to the role
- Actively support, promote and act in line with the vision, mission and values of the Association at all times
- Represent the organisation externally in a professional way with high attention to customer care
- Undertake any task which is within the capabilities of the postholder and commensurate with the salary level of the post, as assigned by line manager

**Job Description  
Administrative Assistant**

**Person Specification**

<b>Section</b>	<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
Education / Qualifications	5 GCSE's or equivalent (Grade A-C) including English Language and Mathematics	*	
Experience	Proven experience in a similar clerical/admin related post in a customer services related environment.	*	
Skills / Abilities	<p>Excellent telephone manner</p> <p>Ability to work on own initiative.</p> <p>Ability to work as part of a team.</p> <p>Excellent communication skills</p> <p>A flexible approach.</p> <p>Experience of Microsoft Excel, Outlook, Word and keyboard skills</p>	<p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p>	