

Job Description

Directorate: Property Services

Job Title: Administrative Assistant

Service Area: Relevant Service Area

Grade: B

Special Conditions: To attend out of hours meetings as required.

Role Profile: CA30A

DBS Disclosure: Not Required

Issue Date: October 2021

Responsible to: Relevant Service/Section Manager/Supervisor

Responsible for: N/A

Job Purpose and Role:

To assist in the provision of a full range of administration and support services that are essential in the day to day effective control of the service section.

To be an active team member ensuring successful delivery of the service aims and objectives undertaken as part of Wolverhampton Homes business / service plan.

To promote and share Best Practice. Implementing the policies and procedures throughout Wolverhampton Homes to ensure consistency of service and promoting Performance Management within the organisation.

General

The duties of the post may change and develop from time to time in light of new legislation, Wolverhampton Homes Policies, organisational developments and social trends. Such developments will be monitored in conjunction with the Chief Executive and will be reflected as necessary in the aims and objectives of the post.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Key Area	Duties and Responsibilities	Knowledge and Experience	
		Essential	Desirable
Leadership	<p>To be flexibly deployed across all Service sections to support service delivery or project work depending on the needs of the service.</p> <p>Providing general admin support within all service sections of Operations, including filing, typing, notes of meetings and maintaining attendance records.</p> <p>Ensure that all administrative procedures and systems are efficiently and effectively followed within established guidelines in accordance with policy and procedures.</p> <p>To assist in the maintenance and filing of necessary legal records and certificates to evidence quality, performance, Health and Safety and third-party accreditation organisations.</p> <p>To operate computer-based systems and software packages as appropriate.</p> <p>Be able to update and create Excel spreadsheets containing formulas detailing financial performance.</p> <p>Prepare job cards/work sheets and performance data as requested. Checking to ensure that relevant information and associated records are recorded and processed in accordance with policy and procedures.</p> <p>To assist in the organisation of individual working practices so as to maximise the efficiency and effectiveness of the service delivered to Wolverhampton Home prescribed standards.</p> <p>To become familiar with guidelines and procedures relevant to the area of work / project.</p>	<p>Numerate and literate to GCSE 'C' standard or equivalent</p> <p>Able to manage a workload with competing priorities</p> <p>Willingness to attend and successfully complete appropriate training courses.</p>	<p>NVQ/BTEC qualifications</p>

<p>Communication and customer service</p>	<p>Communicate effectively with customers both internal and external.</p> <p>Promptly and professionally answering, responding to, and dealing with customer requests and enquiries.</p> <p>Assist in the provision of any front-line services.</p> <p>To provide high levels of customer satisfaction and ensure that a customer focused front-line service is delivered.</p> <p>Takes ownership and personal responsibility for responding to customer needs.</p> <p>To work effectively with tenants, leaseholders and residents, and implement the vision, aims and objectives of Wolverhampton Homes.</p> <p>To bring to the attention of senior officers any customer complaints of inadequate service and handle customer compliments and complaints in accordance with corporate procedures.</p>	<p>Good Communications Skills</p> <p>Ability to deal with customers both internal and external in a professional manner</p>	
<p>Team working</p>	<p>To work alongside other colleagues to ensure the successful delivery of a flexible and seamless service.</p> <p>To work with all staff and stakeholders to achieve best possible results for the section.</p> <p>Assisting in the production of work programmes as required.</p> <p>To ensure that all work is completed in timescales and improvements are identified to meet relevant team performance indicators.</p> <p>To assist with the maintenance, updating and production of statistical information from both manual and computer-based records.</p>	<p>Ability to establish good working relationships with all stakeholders.</p> <p>Ability to work within a team environment.</p>	

<p>Decision making and problem solving</p>	<p>To identify and make proposals for service/policy improvement highlighted through day to day activities.</p> <p>Assist in the monitoring of individual performance in terms of quality, productivity, and output, including staff, contractors, and partners especially in terms of value for money and standards.</p> <p>To contribute to discussions to solve problems and make decisions.</p> <p>Make considered decisions after gathering all the data/information available. Demonstrate a questioning approach to problem solving and decision making to contribute to target setting and ensure high levels of performance against agreed Performance standards.</p>	<p>Ability to make clear, informed, appropriate and timely decisions.</p> <p>Able to work to targets and deadlines.</p>	
<p>Equality and Diversity</p>	<p>To have an awareness of the Equality Act and the requirements contained within it.</p>	<p>Attitude/behaviour consistent with Wolverhampton Homes' Values, Policies and Procedures</p> <p>Confidence to challenge unacceptable behaviour and report where required.</p>	
<p>Health and safety</p>	<p>To be aware of Health and Safety procedures.</p> <p>Attend an asbestos awareness course.</p>	<p>Awareness of the importance of Health and Safety and working in a safe and appropriate manner at all times</p>	
<p>Financial management</p>	<p>To comply with financial regulations, procurement procedures and the Data Protection Act, also the General Data Protection Regulations.</p> <p>To avoid wasting resources and contribute to value for money improvements in service delivery.</p>	<p>Awareness of value for money with a commitment to making efficiency savings</p>	

Disqualifying Factors: Indication of attitudes/behaviours inconsistent with Wolverhampton Homes' Policies and Procedures, e.g. sexist, racist, anti-disability or any other attitudes/behaviours.