

Job Description

Support Administrator

RESPONSIBLE TO: Office Manager

JOB PURPOSE:

To provide an effective and efficient administrative support function to all teams within the Trust.

‘WHAT’ – you do!

- You will provide administrative support to all teams within the Trust.
Duties will include (list is non exhaustive):
 - Managing team inboxes.
 - Monitor the Support Hub inbox.
 - Acting as first point of contact for teams as required, triaging calls, logging cases, answering and logging queries, and escalating issues to the appropriate colleague/team as required.
 - Providing general administrative support, and accurate and timely data recording, ensuring both electronic and paper-based information is checked, processed, presented, and stored in line with agreed CRUD principles and GDPR regulations.
 - Processing home ownership applications.
 - Formatting, updating and proofreading reports, spreadsheets, and presentations.
 - Raising purchase and work orders, resolving any queries, processing invoices in line with the agreed procedure.
 - Liaising with external suppliers and contractors as necessary.
 - Liaising with customers to book appointments and sending out customer appointment letters.
 - Supporting customer events.
 - Assisting with customer satisfaction monitoring/surveys.
 - Ensuring all procedures and processes are documented and kept up to date.
 - Supporting managers to meet team KPIs including data collection, input, and summary analysis.
 - Working to ensure the Support Hub performance targets are achieved.
- Facilities & Office Services:
 - iMail Champion.
 - Creating mail merges and custom correspondence.
 - Managing incoming and outgoing post.
 - Booking meetings and ensuring all pre-meeting preparation is completed.
 - Taking minutes.
 - Updating action logs.



- Working in a safe and compliant way; always following the law, regulations, and best practice when it comes to keeping yourself and others safe.
- Ensuring your actions and behaviours fully support the Trust's equality, diversity, and inclusion strategy.
- Promoting and implementing innovation, VFM and best values as appropriate.

'HOW' – you do it!

We deliver the above by displaying the following values and behaviours:

We are one team with one goal - we are open and honest with each other so that we can work together to make things better for our customers and the Trust. We do not work in silos.

We are solution focused -we come up with ideas and find answers and efficiencies wherever we can. When we mess up we say sorry, learn from it, fix it and crack on. We act and keep things moving.

We think like a customer, act like a business owner - we take pride in our homes and our work and we give our customers the service and value for money we'd expect ourselves. We always try to do more with less.

We do the right thing - even when no-one is looking and we speak up if something doesn't feel right – even when that means a tricky conversation. We don't leave loose ends or unfinished work for someone else to sort out.

We respect and celebrate our differences - we are fair and we respect our differences so that we all thrive and feel at home – at work.

No job description can cover every task which may arise within the post. The postholder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.



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Person Specification

	ESSENTIAL/DESIRABLE	ASSESSMENT
Behaviour – HOW		
Transparent with your teams and peers	E	I/A
Restless in your approach to finding better ways	E	I/A
Upfront and honest	E	I/A
Skilled - continually improving	E	I/A
Together – championing a “one team” ethos	E	I/A
Experience – WHAT		
Administration experience	E	I/A
Customer service experience	E	I
Experience of working within a busy operational environment	E	I/A
General understanding and knowledge of the Trust’s teams and service delivery requirements	D	I/A
Understanding of the importance of compliance for a housing organisation	D	I/A
Skills/Abilities/Competence – WHAT		
Good oral and written communication	E	I/S
Team player	E	I
Ability to deal with information confidentially and sensitively	E	I
Ability to manage and prioritise time and workload		
Good problem-solving skills	E	I/S
Ability to work on own initiative	E	I
Good working knowledge of Microsoft Office products: Word, Excel, PowerPoint.	E	I/A
Knowledge of the Open Housing system	D	I/A
Ability to work under pressure	E	I/A
Ability to input information and produce reports	D	I/A

METHOD OF ASSESSMENT

- A Application form
I Interview



S Skills Test
C Production of Certificates



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