



# KNOWES HOUSING ASSOCIATION

## JOB DESCRIPTION

**JOB TITLE:** *Administrative Assistant* **GRADE :** EVH Grade 4/PA9 – PA12

**ACCOUNTABLE TO:** *CEO and Management Committee*

**REPORT TO:** *Corporate Services/Compliance Officer and CEO*

**DATE LAST REVIEWED:** September 2024

**VERSION:** 2024

### OBJECTIVES OF THE POST

The post holder will assist the Corporate Services/Compliance Officer (CSCO) in delivering effective support to the Association's customers, Management Committee and Senior Management Team in all aspects of Customer Services, Office Administration, Human Resources, Health and Safety and Governance and Compliance.

Providing the first line of service to the Association's customers, ensuring a high quality of internal and external corporate communications, assisting the Corporate Services/Compliance Officer in delivering the Association's Code of Governance. The role also includes the assistance in our wider role programme including working with the Customer Working Group, local education establishments, welfare assistance and community events.

The post holder will assist the CSCO in developing and implementing the Customer Engagement and Tenant Participation Strategies and measuring customer satisfaction. Promoting share and Committee membership, ensuring that members of the Committee receive appropriate training, induction and support.

## **ROLE OF POST**

The role of this post is to assist the Corporate Services/Compliance Officer in all of their duties throughout the organisation. This post will also provide administration and support services for the other sections within the Association.

This is an office based post and not suitable for hybrid working.

## **PRINCIPLE DUTIES**

### **Office Administration**

1. Reception duties including greeting and directing visitors at the Association's office including customers and contractors.
2. Answer the telephone and direct calls to other departments when necessary and provide information and advice on the Association's services as required.
3. Assist with raising purchase orders for new purchases of office supplies, equipment and training and ensure they are sent to Finance.
4. Ensure that all outgoing mail and incoming mail is processed in accordance with Royal Mail procedures.
5. Ensure that office supplies are stocked regularly including office stationery, tea, coffee, milk, biscuits and cleaning products.
6. Ensure that the reception area and committee rooms are always neat and tidy and information in the reception area is kept up to date including the noticeboard.
7. Assist customers with using the customer portal.
8. Assist with scanning and printing documents for departments as required.
9. Responsible for ensuring the maintenance of the printer/photocopier and franking machine.
10. Assist in preparation of meeting rooms, ensuring tea and coffee is provided for visitors as required.
11. Take minutes for staff and committee meetings (this may involve evening work).
12. Organise catering for staff meetings, training days, committee meetings and Annual General Meeting (AGM) as required.
13. Assist with organising AGM and taking attendance register and minutes at AGM.

14. Assist the CSCO in updating the website and social media sites as required.
15. Update the communications register as required.
16. Monitor the info communication email box and answer any customer enquiries.
17. Responsible for ensuring that all office areas including the upstairs storage areas are kept tidy. Liaise with the other departments within Knowes HA to ensure that all areas are cleared regularly of all old paperwork in accordance with the Association's Data Protection and Retention Policy and Procedures.
18. Assist Housing Services with the administration work surrounding the allocations process and review.
19. Provide admin support to other sections within the organisation which will involve assisting with projects and work in other departments as required.
20. Help with covering for holiday and sick leave in Finance, Housing and Repairs and Maintenance sections.
21. Assist customers with obtaining fuel vouchers when funding is available and distribute these to customers.

### **Tenant Participation**

22. Assist the CSCO in the preparation of ongoing compliance data across the organisation and collation of evidence to support the Annual Return on the Charter and Annual Assurance Statement.
23. Assist the CSCO with the Customer Working Group to ensure resident participation in all the Association's activities and decisions.
24. Assist with collating information for the Association's newsletter (3 times per year).
25. Responsible for organising the annual residents bus trip.
26. Assist with the administration of community projects.

### **Customer Satisfaction**

27. Enter complaints into the system and monitor completion dates.
28. Liaise with all sections to ensure that communications and complaints are answered on time.

29. Assist with sending out and collating customer satisfaction surveys and report feedback to the management team.

### **Health and Safety**

30. Assist the CSCO with health and safety and fire and legionella checks in the office.

### **Other Duties**

31. Open and close the office if first or last person there and ensure shutters are raised in morning and closed in the evening and the side gate locked.
32. Any other duties as reasonably assigned by the CEO and the Corporate Services/Compliance Officer.