

Created	June 2015
Updated	February 2021



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## Job Profile

**Job Title: Admin Assistant**

**Reporting to: Admin Team Leader**

**Location: Within the Company's operational area**

### Job Purpose

To provide admin and financial support within the Homes, Neighbourhoods directorate.

### Main Duties and Responsibilities

- Operation of Computer terminal facilities using various packages i.e. Microsoft Excel, Word etc. and also main frame systems.
- The provision of word processing services within the division.
- The provision of financial information within the division, including invoicing.
- Attending meetings to take minutes including confidential note taking, processing and distributing and maintaining confidentiality at all times.
- Registering, distributing and filing of correspondence and dealing with routine correspondence as required.
- Receiving works orders for services, processing works tickets, initiating and maintaining computer records, identifying costs, answering queries and advising clients of completed works.
- Input wages and financial information, including processing time sheets, preparation of data for bonus calculations and other appropriate information.
- Issuing stationery and office sundries.
- Extracting and processing information using main frame systems.
- Maintaining records including leave and clock card recording.

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- Provide cover and assist other staff in duties appertaining to the Project Support Team within the Projects, Performance & Policy Team or Homes, Neighbourhoods and Regeneration Directorate.
- Operation of EBIS purchasing system, raising orders, GRNs etc.
- Providing a high level of customer service provision at all times.
- Responsible for ensuring Lone Worker procedures are followed.
- Ensure all work instructions are regularly updated and quality assured.
- Actively deal with enquiries from Customers, public and other agencies.
- Liaising with contractors regarding queries.
- Ensuring all complaints & compliments received are dealt with professionally and promptly.
- Post and letter logging.
- Follow up investigation from customer satisfaction surveys.

The post holder must also undertake other duties, appropriate to the grading of the post as required.

No job description can be entirely comprehensive and the job holder will be expected to carry out such duties as may be required from time to time consistent with the status and responsibilities of the role within the organisation.

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**Plymouth Community Homes**  
**PERSON SPECIFICATION**  
**(Admin Assistant)**

<b>Requirement</b>	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	<p>Demonstrable experience in an administration environment.</p> <p>Experience of taking minutes of meetings.</p> <p>Experience of confidential note taking.</p> <p>Experience of data input to mainframe systems.</p>	<p>Experience in the preparation of reports, performance and statistical information.</p>
<b>Knowledge</b>	<p>Up to date knowledge and experience of word processing and spreadsheet packages</p> <p>A good understanding of Equal Opportunities including the nature of discrimination in employment.</p>	<p>Knowledge of Quality Assurance &amp; ISO 9001 standards.</p> <p>Working knowledge of communications systems.</p>
<b>Skills / Abilities</b>	<p>Computer literate.</p> <p>Excellent communication and good organisational skills.</p> <p>Ability to develop and maintain good relationships with colleagues, Trade Unions, staff and outside bodies.</p> <p>Ability to deal tactfully and with empathy with callers both on the telephone and in person including interviews.</p> <p>Maintain a filing system, electronically and/ or manually with a methodical working approach.</p> <p>Ability to work within company policies.</p> <p>Ability to work as part of a team and on own initiative to meet targets &amp; deadlines.</p>	

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	Ability to deal with change positively and flexibly.	
<b>Qualifications</b>	Excel Foundation Level. Have achieved or be working towards NVQ at level 2 in administration or equivalent.	2 GCSE's in English Language and maths (Grade A-C) or equivalent. Excel – Intermediate Level. Full Driving Licence.
<b>Physical Requirements</b>	None	

**Note:** PCH is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable to enable disabled people to fulfil the criteria for, and undertake the duties, of its jobs.

## **GENERAL RESPONSIBILITIES**

### **1. Confidentiality**

The post holder must maintain confidentiality of information about staff and residents and Plymouth Community Homes (hereinafter referred to as PCH) business and be aware of current Data Protection legislation

### **2. Standards of Business Conduct**

PCH expect all employees to maintain the highest standards of personal and business conduct at all times. The handbook sets out the PCH expectations under sections: Code of Conduct and Declaration of Interests, copies are available from the Human Resources Department at Plumer House.

### **3. Health & Safety**

The post holder should be aware of the responsibility placed on employees under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment.

### **4. Equality & Diversity**

PCH is opposed to direct and indirect discrimination and aims to promote equal opportunities. Any employee of PCH is required to treat all colleagues, customers, stakeholders and partners equally, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

All employees must abide by these principles and comply with PCH policies and strategies in support of these principles which may be issued from time to time by PCH.

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## **5. Training and Development**

To attend appropriate training courses and supervision meetings as required.

## **6. Communication**

To attend staff and team meetings.

## **7. Risk Management**

Consider and follow the PCH Risk Management processes when participating in service planning and delivery.

## **PURPOSE OF A JOB DESCRIPTION**

This is a description of the job as it is presently constituted. Job descriptions are reviewed and updated when considered necessary to reflect any changes to the job being done and to incorporate changes. Employees will be consulted on any changes in their job description in a meeting with their line manager. If agreement is not possible PCH reserves the right to insist on changes by adding to, taking away or substituting duties; provided that in doing so we do not change the fundamental nature of the post.

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## PCH Competency Framework

	Competency	The PCH Colleague
<b>Leadership</b>	Supporting employee growth	Keen to learn more about their role and the organisation and to build and acquire new skills and knowledge. Actively takes part in training opportunities they attend or take up.
	Interpersonal style and integrity	Has an enthusiastic and positive “can do “ attitude. Takes pride in doing a good job and contributing to PCH success and tenant satisfaction. Has good working relationships with colleagues and managers. Acknowledges the contribution made by others.
	Setting and monitoring direction	Understands the job and the performance standards required. Thinks about what they are doing and takes action to correct or improve their performance.  Is eager to learn new skills and do new things, checks and asks for help at the right time.
<b>Driving Business Performance</b>	Quality and Standards	Understands what high quality customer service looks like and constantly aims to deliver this. Thinks about how they can improve their contribution. Works accurately.
	Strategic Focus	Understands the key components of the business plan and makes a connection between this and the work they do. Recognises how their role fits into the “big picture”
	Understanding our business	Understands the role of the social housing sector and how it operates. Understands how their job fits into the business and that doing a good job themselves makes it stronger.
	Planning and organising	Can organise their work effectively on day to day basis and can plan and manage their time to deliver agreed targets.
	Problem solving/ decision making	Thinks about how things are done and how to improve. Open to new ways of working. Suggests areas for change that may help us provide a better service or be more efficient.
	Managing change	Accepts that change is a function of continuous improvement. Is comfortable with change and looks to use it as an opportunity to improve performance and the service we give.
	Communications and influence	Listens to managers and colleagues. Shares information to the right people at the right time. Aims to ensure key messages are delivered in a clear and timely way. Sees communication as a 2 way process.
	Managing finance, resources and risk	Understands the impact of their work and the choices they make on our costs. Tries to give value for money to the company and customer
<b>Part of the Team</b>	Digital Literacy	Takes ownership and responsibility for good customer service. Has good working relationships with customers, courteous and helpful, follows the Mary Guber principles. Manages customer expectations and keeps promises made. Sees things from a customer perspective and learns and improves from customer feedback.
	Team working	Plays an active part in making their team successful. Puts team above self. Carries out their role effectively and supports colleagues. Contributes actively to team meetings and activities.
	Partnerships	Understands that a successful Social Landlord needs social partners to make things happen and cooperates with them when necessary and appropriate
	One organisation	Embraces the values and beliefs of PCH and demonstrates them in their day to day performance of the role. Good ambassador for PCH and tells others good things about us.
	Diversity, community and society	Understands that we are all different and might need a different approach or some consideration to achieve the same goals.

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