

## **GHA Office Assistant - 12 Month Contract**

<b>Accountable to:</b>	Housing Manager.
<b>Team:</b>	Housing Management. Office based.
<b>Hours:</b>	Full-time (35 Hours) – 8am to 4pm (with 1 hour for lunch).
<b>Pay:</b>	Annual pay of £27,000 (£23,000 salary + additional payment of £4,000 due to no benefits offered as this is a 12-month contract only post).
<b>Annual Leave:</b>	25 days.
<b>Start:</b>	This role can start during June or July 2023.

### **Aims of the Association**

GHA offers social rented housing and partial ownership, for local people on lower incomes whose needs cannot be met in the private housing market, plus extra care housing where there is a need for additional support.

This position will be on the front desk and is the first point of contact for visitors and phone callers to the office. It is an important role supporting other staff and offering a professional service to our customers.

### **Main Responsibilities (training will be provided in all areas, as necessary)**

Providing basic advice to callers on rented, extra care and partial ownership accommodation.

Helping to answer callers' queries, transferring them to another relevant staff member or taking messages.

Issuing keys to contractors and checking they are returned. Being responsible for all keys held in the office and weekly checking of the key register.

Ordering office supplies and signing for delivered goods.

Checking CCTV footage as requested, and electronically checking weekly that all cameras are operating properly.

Registering partial ownership forms and collating applicants' information.

### **Office Duties**

To be responsible for ensuring the office is open promptly at 8am and closed to the public at 4 p.m, Monday - Friday.

To ensure the answer machine message is up to date and set to automatically come on when the office is closed.

To check voicemail messages for the Tenancy team when they are on leave and to pass messages on to colleagues.

To open, date stamp and distribute all incoming post, scanning relevant documents, as required.

To ensure all forms are printed and stocked at the counter and are up to date.

To check the website monthly to ensure that all information is up to date. Ensure any required changes are passed on to the relevant member of staff to implement.

To check all emails from the GHA enquiries and allocations email addresses twice daily and action if possible. Otherwise, forward on to the relevant member of staff.

To fold and pack letters when bulk mail runs are sent out and assist with mail merges when needed.

To monitor office stocks and order/collect stationery and office provisions (including milkman) when required. Ensure all items are stored correctly.

To prepare the post for collection at 3.30pm each day.

To check the cash float at the end of each day.

To code invoices for payment relating to stationery and general office supplies.

### **General Support to Staff**

To assist with providing drinks for visitors to the office, as requested.

General administration duties, as required, for example, arranging staff social events etc.

Adhere to Guernsey Housing Association's policies and procedures.

**Person Specification - Knowledge/Skills:**

Enthusiastic and keen to learn.

Desirable to have some experience in a customer-facing role.

Good organisational skills.

Good confident communication skills both over the telephone and in person.

Good time management.

Basic numeracy skills.

Basic computer skills in Microsoft Office programmes (Word, Excel and Outlook).

Keen interest in working with people and ability to communicate effectively with others.

Ability to present written information clearly.

Ability to work as part of a team.

Desirable to have a full driving licence and have use of a car or motorcycle.