

Job Description – Office Administrator

Accountable to:	Allocations Officer as Supervisor and Housing Manager
Team:	Housing Management, and Office based
Hours:	Full-time (35 Hours) – 8am to 4pm (with 1 hour for lunch) Hours cannot be flexible, as providing office cover
Pay:	Starting salary of £20,000 per annum

Aims of the Association

The GHA offers social rented housing, homes sold as 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 and key worker housing. We strive to create an environment, which enhances the quality of life of residents and encourages self-reliance. Our team aims to provide a customer-focused and efficient service to make sure all of our residents and partial owners are looked after well.

This post will be on the front desk and is the first point of contact for visitors and phone callers to the office. This job plays an important part in the achievement of the Associations' aims to support other staff and offer a professional service to our customers.

Main Responsibility

To be the first point of contact to all customers, contractors and visitors coming into, and phoning, the office. This role will include, but is not limited to:

- providing basic advice on rented, extra care and partial ownership accommodation (training will be given)
- helping to answer callers queries or transferring them to another relevant staff member and taking clear messages
- issuing keys to contractors and checking they are returned
- ordering office supplies, and signing for delivered goods
- showing visitors to the Board Room and making them drinks
- checking CCTV footage as requested, and electronically checking weekly that all cameras are operating properly
- general office duties and ad hoc duties as required
- assisting all teams as requested

Answer all telephone calls coming into the office on the main number, and transfer calls to the relevant member of staff.

Office Duties

Responsible for ensuring the office is open promptly at 8am Monday to Friday.

Responsible for managing the security of the office including filing and key cabinets.

To ensure the answer machine message is up to date and set to be automatically switched on at 4.00pm and turned off at 8.00am, Monday to Friday, and manually changing for bank holidays and any staff training. Listen to phone messages and take relevant action dealing with them swiftly.

Open, date stamp and distribute all incoming post, scanning relevant documents if required.

Ensure all forms are printed and stocked at the counter and contain up to date information. Ensure any updated information required is passed on to the relevant Housing/Allocations Officer to deal with.

Responsible for ensuring the shredding bin is collected when full, on a regular basis.

Check the website monthly to ensure that all information is up to date. Ensure any changes to the website required are passed on to the relevant Housing/Allocations Officer or Assistant to implement.

Forward emails from the GHA enquiries email address to the relevant member of staff to deal with, if unable to answer the query directly.

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

Closely monitor office stocks and ordering/collecting all stationery and office provisions (including contacting the milkman) when required. Ensure all items are stored correctly.

Stamp all outgoing post in preparation for collection at 3.30pm each day.

Check the cash float at the end of each day.

Code invoices for payment relating to stationery and general office supplies.

Ensure the visitor's book is filled in and kept up to date.

Report any problems or issues with the office building to our Maintenance Manager.

Ensure the office, server room, kitchen and toilets are always clean and tidy and in line with fire regulations.

General Support to Teams

Responsible for all keys held in the office, ensure correct labelling and that all keys signed out are returned to the office.

To print and send out rent statements and any letters as requested by Maintenance, Housing Management, Development or Finance.

Scan and digitally file all documents as requested by Maintenance, Housing Management, Development or Finance.

Locate, view and download CCTV footage as requested by the Maintenance or Housing Management teams.

Assist with data cleansing as requested.

General

Receive calls from Alderney Housing Association customers when the AHA Manager is unavailable.

Undertake training to become a Fire Marshall and undertake fire drills once every 6 months. Ensure the Fire Board is updated with any staff changes.

Undertake training and become a First Aider if required.

Assist with providing drinks and setting up the meeting rooms 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:

Desirable to have had a customer facing job previously for at least 1 year

Ability to prioritise work load and use own initiative

Good time management and organisational skills

Basic numeracy skills

Computer literate in Microsoft Office programmes (word, excel and outlook experience desirable)

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

Ability to present written information clearly and logically

Ability to perform tactfully and with common sense dealing with clients

Ability to work as part of a team

Ability to work calmly under pressure

Enthusiastic and keen to learn

Ability to drive and have use of a car (desirable but not essential)