JOB DESCRIPTION

TITLE: Administration Assistant - Corporate Services

GRADE: Level 4

LOCATION: Civic Centre

DATE:

RESPONSIBLE TO:

PURPOSE OF ROLE: To provide general administrative function

DUTIES AND RESPONSIBILITIES

1. To provide general administrative function for the Corporate Services and Finance Team
2. To carry out basic typing tasks/computer input.
3. To answer the telephone calls and take messages.
4. To provide information & procure Stationary requests for South Essex Homes/South Essex Property Services Limited.
5. Input and maintain information on Stationary procurement and monitor spend against known budget.
6. Assume responsibility for ensuring maintenance of office equipment such as photocopiers, facsimile and shredders, providing assistance with breakdown, reporting faults and taking meter readings
7. To maintain an effective postal service within South Essex Homes Limited including incoming and outgoing mail and links to the courier service.
8. To maintain store cupboards and filing cabinets in neat and tidy order.
9. To provide administration support for the Companies Complaints and Compliments process
10. Maintain records for tracking freedom of information and subject access requests to ensure they are responded to in a timely manner
11. Carry out customer telephone surveys as and when required
12. To maintain and update the sections filing system.
13. To assist with lifting and carrying as required.
14. To prepare appropriate documentation and brochures as required
15. To prepare stores and stationery requisitions for despatch.
16. To carry out photocopying as required.
17. To provide general clerical assistance as required.
18. To ensure adequate supplies of forms, stationery and literature are available and restocked as required.
19. To ensure all requests for South Essex Homes Limited literature are prepared and posted on day of enquiry.
20. Use and operation of South Essex Homes computer systems as required.
21. To provide cover for other members of staff as required.
22. To ensure that confidential information, which is made available to the post holder in order that they are able to undertake their duties or otherwise known to them, is kept confidential and secure at all times.

23. To undertake any other duties as may be required which are appropriate for the grades of posts up to and including the grade for this post. This will include covering for other posts.

24. The Job Description is current at the date shown above. In consultation with you, it is liable to variation by management to reflect or anticipate changes in or to the job.

PERSON SPECIFICATION

SUPPORTED HOUSING

POST: CLERICAL ASSISTANT

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<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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<tbody>
<tr>
<td>PHYSICAL ATTRIBUTES</td>
<td>➢ Able to undertake manual tasks: lifting, carrying</td>
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<td>ATTAINMENTS/QUALIFICATIONS</td>
<td>➢ Good general standard of Education</td>
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<td>GENERAL INTELLIGENCE</td>
<td>➢ Literate and numerate.</td>
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<tr>
<td>SKILLS</td>
<td>DISPOSITION</td>
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<tr>
<td>Keyboard skills</td>
<td>Caring</td>
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<td>Organised</td>
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<td>Good telephone manner</td>
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<td>Able to prioritise own workload</td>
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<td>Previous experience of file management</td>
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<td>Ability to work unsupervised</td>
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<td>Basic ICT</td>
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