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**JOB DESCRIPTION**

Job Title: Administrative Assistant

Salary: EVH Grade 3/4 (£17,756 - £24,112)

Accountable to: Corporate Manager

Job Purpose: To provide comprehensive housing administrative support to ensure a high standard of service delivery to all Association customers.

**1. MAIN DUTIES TO INCLUDE:**

1.1 Typing service – generally copy typing, including Standard Letters, Committee and Board papers, Forms, Reports, and production of a quarterly tenant newsletter.

1.2 Reception duties – generally dealing with tenants and housing applicants, either in person at the office or by telephone.

1.3 Repairs reporting – receiving and actioning tenants’ repair requests.

1.4 Rent collection – processing rent payments made by card/cheque.

1.5 Housing application enquiries – provide applicants with general information about their current housing application utilising a computerised Common Housing Register database.

1.6 Assisting with Allocation enquiries/arrangements – providing relevant information to new tenants with regards their tenancies.

1.7 Assisting with administration of Garden Maintenance Scheme – ensuring payments are made as per arrangements in place.

1.8 Gas Servicing Administration – assisting the Senior Admin Assistant in ensuring all Association’s gas heating systems are inspected and serviced on an annual basis – maintaining accurate computerised records of same and preparing statistical reports for management.

1.9 Mail procedures - including processing of incoming and outgoing daily mail.

1.10 Stationery/printing/inventories – ensuring all office supply requirements are available as necessary.

1.11 New tenancies – creating new files, processing all relevant paperwork and updating appropriate housing management databases.

1.12 Petty Cash – control of cash reimbursements as required and monthly reconciliation of petty cash expenditure.

1.13 Invoices – processing of incoming invoices for subsequent payment, ensuring the correct budget heading is applied and allocated to the correct Officer for approval. Preparation of invoices to our customers for rechargeable items.

1.14 Decoration Allowance – maintaining database of vouchers issued to tenants and preparing monthly report.

1.15 General administrative and clerical support – photocopying, emailing, filing and collating etc. as required.