

JOB DESCRIPTION

JOB TITLE:	Administrative Officer
RESPONSIBLE TO:	Operations and Vehicle Support Manager
DEPARTMENT/ SECTION:	Repairs and Maintenance Service
SALARY (£):	Grade 5

VISION AND VALUES

This post will help Cartrefi Cymunedol Gwynedd achieve its vision:

To be a leading provider of quality housing – meeting the needs of customers, valuing communities

By keeping to our values:

- Fair
- Accountable
- Open
- Innovative
- Approachable

MAIN PURPOSE OF THE JOB

To provide a high level of administration support for the Property Management Department and to provide full cover in the absence of others.

To develop a value for money customer focused service by doing things right first time and being true to our word and delivering Health, Safety, Quality and Environmental Excellence (HSQE) in partnership with Customers, Staff and Service Providers.

KEY RESPONSIBILITIES

- As an active member of the Property Management Admin Team, you will be required to work under the general direction of the Operations and Vehicle Support Manager and contribute to an excellent customer focussed service.
- Duties will include typing of reports, minutes and PowerPoint presentations, filing, photocopying, dealing with telephone enquiries and directing them to the appropriate individuals, processing invoices, maintaining annual leave, and translation duties.
- Deal with Client/Customer queries and or communications professionally and efficiently.
- Ensure that day to day administrative operational issues are dealt with in a timely manner.
- Keeping staff sickness and absence records up to date and maintaining annual leave records for the maintenance teams.
- Process invoices for authorisation using the in-house computer system and review unpaid invoices and incomplete job cards and inputting and preparing reports from Task as required
- Responsible for keeping accurate spend records on the use of petty cash.
- To complete tasks to the relevant quality standard and to ensure work is carried out within agreed targets and timescales.
- To undertake duties in accordance with CCG's service standards.
- To comply with Health and Safety legislation and CCG's Health and Safety procedures.
- To ensure information is used in accordance with Data Protection and any other legislative guidelines.
- To contribute to the achievement of CCG's performance management framework especially personal and operational objectives.
- To work as a member of an empowered team with a sense of collective responsibility and purpose and to provide support and advice to colleagues.
- Deliver services consistently in accordance to CCG's code of conduct, Equal Opportunities and Dignity at Work policies and procedures within daily operations.

No job description can cover every issue which may arise within the role at various times. In order to maintain an effective service you may be required to undertake any other reasonable tasks, which is broadly consistent with those in this document as determined by your line manager, Assistant Director or Director

PERSON SPECIFICATION

	ESSENTIAL/ DESIRABLE
QUALIFICATIONS	
Good standard of education, 4 Grade A-C GCSEs (including Maths and English) or equivalent qualification or office based experience.	E
NVQ Level 2 or above in Administration or similar qualification	E
EXPERIENCE, KNOWLEDGE AND SKILLS	
Experience of general admin duties	E
Ability to work to deadlines and deal with a high volume of work	E
Experience of dealing with a number of priorities at the same time	E
Previous experience of using Microsoft Office packages	E
Previous experience of analysing and interpreting data	E
Self motivated, positive and able to work under pressure	E
OTHER	
The Postholder may be required to work unsocial hours as and when the service requires.	D
Committed to continuous improvement	E
LANGUAGE REQUIREMENTS	
A fluent bilingual Welsh and English speaker and writer.	E