



Homes for Haringey

Administrative Officer

Salary range: £21,375 - £25,455 plus final salary pension

36 hour week

Homes for Haringey is an organisation with an exciting future.

Building on our successful 2007 Audit Commission inspection, we want to deliver nothing less than excellent services to our customers. Work has already begun on a £200m investment programme that will kick-start the transformation of 21,000 homes across this diverse north London borough.

We are looking to recruit a dynamic and highly motivated team member into our Administration Team within Asset Management.

You will report to the Senior Administrative Officer and your primary role will be administering mail outs, meetings, correspondence, taking calls and messages from internal callers and members of the public, dealing with phone queries and providing administrative support to the Asset Management Team.

You will require a good working knowledge of Microsoft Excel, Word and Outlook. An enthusiastic and flexible approach is key, as is a strong customer focus and the ability to work under pressure and under your own initiative

To apply online visit www.homesforharingey.org/jobs. To receive an application pack by post call 0845 313 3142 (Monday to Friday, 9am to 6pm) and quote the reference number **HFH – 100**.

Closing date: Friday 26 March 2010

Interview date: interviews are expected to take place week commencing **19 April 2010**.

JOB DESCRIPTION: **Administrative Officer**

GRADE: **Scale 5/6**

REPORTS TO: **Senior Administrative Officer**

Basic objectives of the post:

- To provide administrative support to the Asset Management Team and the Senior Administrative Officer, focusing on the administration of Decent Homes and Capital Works including, dealing with telephone enquiries, maintaining filing systems and delivering an efficient customer focused service.

Main duties and responsibilities

1. To assist in the delivery of a professional, customer focused high quality administration service in accordance with Homes for Haringey statutory and departmental requirements.
2. To contribute to the continuous improvement of performance in the administration of the Asset Management Team.
3. To provide telephone cover and message service as appropriate or initiating action as necessary.
4. Training new colleagues as necessary.
5. To ensure that in the absence of staff, all matters are efficiently dealt with or referred to appropriate staff for action, including provision of telephone service.
6. To carry out the filing of legal documents.
7. To administer the non- contractual invoices according with office practise, ensuring the payment of invoices within specified timescales.
8. To undertake photocopying and fax transmissions as requested.
9. To liaise with the IT Helpdesk to ensure that the in house information system is updated appropriately.

10. Maintain electronic copies of key documentation (e.g. forms, procedure manuals) to expedite their review and reprinting.
11. To liaise with operational and departmental staff, clients and other agencies.
12. To accurately input data into computerised mainframe systems, databases and spreadsheets. Carry out mail merge for letters and satisfaction surveys.
13. To be an authorised signatory for the service in specific areas.
14. To process files for archiving.
15. To order and maintain stocks of relevant stationery and forms.
16. To assist in monitoring performance including the analysis of customer satisfaction forms, complaints and telephone usage.
17. To report and arrange the servicing and maintenance of office equipment.
18. To take responsibility for the Health and Safety activities applicable to the post as set out in Homes for Haringey policy statements.
19. To ensure that confidential information received is handled discreetly and sensitively.
20. To ensure that customer care standards are maintained and a demonstrative commitment to equalities in employment and service provision. Understanding of Homes for Haringey policy on equalities.
21. To undertake any other duties consistent with the basic objectives of the post.
22. To promote and represent Homes for Haringey at all levels throughout the organisation and to external bodies.

PERSON SPECIFICATION - POSITION: Administrative Officer

These are the qualities that are necessary to do this job. You should clearly show in your application how your experience, skills, knowledge and abilities meet some or all of them, as the short-listing decision will be based on our assessment of your against these criteria.

	ESSENTIAL	
Education/Qualifications		
Work/Other Experience	E1	Experience of using computer applications including word-processing, spreadsheets, outlook and internet.
	E2	Experience of working in an administrative role to support individuals or teams.
Communication Skills	E3	Experience and proven ability of work in a fast-moving environment providing direct advice and/or information to tenants and members of the public.
	E4	Ability to communicate effectively with a diverse public audience and to liaise with relevant contacts.
Admin/Organisational Skills	E5	Ability to write standard letters/memos to staff, the public and other external agencies.
	E6	Ability to take messages and information accurately.
	E7	Ability to organise and prioritise own workload and work on own initiative.
	E8	Ability to work to deadlines and follow guidelines and procedures.
	E9	Ability to work as part of a team.
Knowledge/Skills	E10	Understanding of Customer Care, and in particular meeting the needs of the elderly and disabled.
	E11	Demonstrate a commitment to Equal Opportunity and Diversity Issues throughout their working practices.
	E12	Ability to maintain confidentiality.
	E13	Ability to produce reports and be numerate with regard to calculating charges and fees.