JOB DESCRIPTION

Derventio
People Really Do Matter

JOB TITLE:	Receptionist/Administration Officer (including Trainee)
LOCATION:	Across Derventio Housing Trust's offices and project locations
ACCOUNTABLE TO:	HR and Administration Director

All contracts are based on a 40 hour week (pro rata + or -)

This role will require you to undertake an enhanced Disclosure and Barring Service (DBS) check and disclose information which would otherwise be considered "spent" under the provision of the Rehabilitations of Offenders Act 1974.

You must be prepared to wear an ID Badge and Security Tag.

JOB PURPOSE

To provide a professional, effective and efficient administration and support service for the Company.

Your key tasks are to:

- Follow duties as directed by your manager.
- To support the team completing a range of duties to enable the department to run smoothly.
- To provide appropriate reception cover.
- To maintain filing systems in line with Company policies and procedures.

Essential:

- Work as part of a team of Administrators to achieve required outputs.
- Act in line with agreed procedures and processes.
- Motivated to achieve performance targets.
- High standard of confidentiality and professionalism.
- Discretion, trustworthiness, tact and diplomacy due to highly sensitive matters.
- Good oral and written communication skills.
- Efficient, accurate and good attention to detail.

DUTIES AND RESPONSIBILITIES OF THE POST

1. To efficiently undertake administration and clerical duties which may include the following duties as directed; data input, data extraction, photocopying, faxing, filing, minute taking, audio typing, scanning, shredding and word processing.
2. Provide a professional reception service to clients/residents and other enquirers.
3. To deal with internal and external post and emails on a day to day basis.
4. To support the team to maintain accurate, timely and legible records.
5. To direct queries, face to face, by letter/email and via the telephone, take messages and pass them on to the relevant employee in an appropriate and timely manner.
6. To provide appropriate reception cover.
7. To meet and greet visitors as required.
8. To obtain and retrieve records as requested.
9. To support in booking of appointments/meetings and retrieve records.
10. To maintain filing systems in line with Company policies and procedures.
11. Collate information for reports.
12. To be responsible for the use of physical equipment and to report any defects in equipment as appropriate.
13. Process applications for the Property Management Service and Housing Support Service, by obtaining all relevant information, sending out any required documents and data inputting.
14. Attend meetings and carry out duties outside of usual office hours (i.e., evening and weekends) when necessary for the delivery of the service.

15. To develop and maintain databases, statistical information and other records as required and assist in providing monthly, quarterly and yearly reports.
16. To collect monies for rent/utilities from clients/residents, provide them with receipts and ensure that all monies go to finance and are recorded appropriately.
17. To assist in relevant developments for the department and assistance to other teams within the Company.
18. To be proficient in using Windows based computer software.
19. To adhere to the company's financial regulations, standing orders, policies and procedures, in particular: Health & Safety, Confidentiality, Data Protection, Professional Boundaries and Customer Care.

Carry out any other reasonable duties within the overall function, commensurate with the level of responsibility of the post. For operational reasons, we also reserve the right to transfer you to alternative duties. For this reason, it is a condition of employment that you are willing to do so, if requested.

DEVELOPMENT AND TRAINING

To respond positively to new and alternative systems, and undertake training and development activities as identified.

HEALTH & SAFETY

To comply with relevant health and safety legislation, policies and procedures in the performance of the duties and responsibilities of the post.

EQUALITY & DIVERSITY

To support, promote & comply with the Company's Equality & Diversity policies in the performance of the duties and responsibilities of the post.

CONFIDENTIALITY, DATA PROTECTION & GDPR

The Company requires all employees to maintain a high standard of confidentiality, and any disclosure of information outside the proper and recognised course of duty will be treated as a serious disciplinary offence. All employees are subject to the Data Protection Act 2018/UK GDPR and subsequent updates.

PROFESSIONAL BOUNDARIES

To comply with the Company's Professional Boundaries policy and maintain professional boundaries at all times in relation to clients/residents, employees, other organisations and people that we work with, in the performance of the duties and responsibilities of the post.

SAFEGUARDING

As part of your wider duties and responsibilities you are required to promote and actively support the Company's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. It isn't just about the very old and the very young, it is about everyone, and anyone who may be vulnerable.

AGREEMENT OF JOB DESCRIPTION

I understand and accept the job duties and responsibilities as contained in the Job Description.

Sign: _____ Date: _____