

SHROPSHIRE RURAL HOUSING ASSOCIATION

JOB DESCRIPTION

<u>Job Title</u>	Administrative Assistant
<u>Reporting to:</u>	Chief Executive
<u>Basic Job Data:</u>	Based at Bayston Hill, Shrewsbury. Hours: 9.00 a.m. to 5.00 p.m. Monday to Friday - 1 hour for lunch. Some out of hours working may be required.

General Purpose of the Job:

To be the first point of contact for our tenants dealing with questions on all aspects of our tenancy management services. To assist in the implementation of our tenant consultation and communication strategy including the preparation of newsletters and mass communication through modern media.

The post holder will be required to carry out general administrative duties and take minutes of meetings.

Key Tasks and Responsibilities:

CUSTOMER RECEPTION

- I. Reception duties dealing with incoming calls and dealing with customer enquiries
- II. Preparing post and maintaining a supply of postage stamps, office stationery and office supplies
- III. Ensuring the tenant records database is kept up to date

TENANT COMMUNICATION

- I. Preparing tenant newsletters
- II. Preparing Mail merges for mass communication with our tenants
- III. Use of new media for tenant communication and involvement
- IV. Updating the SRHA web site as required

EQUAL OPPORTUNITIES

To ensure that all requirements of our Equal Opportunities policy in relation to tenants are met and that the post holders behaviour and attitudes reflect the Association's commitment to equality.

TENANT SUPPORT/SERVICE DELIVERY:

To offer advice and assistance in a caring manner and a flexibility of approach to meet the differing needs and vulnerability of tenants.

1. At all times to adhere to S.R.H.A. policies and procedures and contribute to policy and procedure reviews.
2. At all times to deal with the public, tenants, outside agencies and colleagues in a courteous and helpful manner.
3. To carry out any other reasonable tenancy support duties as required by the Association.

REPAIRS & MAINTENANCE

1. To take reports of repairs from tenants, prepare a maintenance request and process repair orders.
2. To carry out repairs completion monitoring and customer satisfaction surveys in conjunction with the Technical Officer.
3. To monitor tenant returns/complaints on repair work and to refer these to the Technical Officer for action.
4. Compiling and inputting property data onto the Omniledger management information system.

RENT MANAGEMENT SYSTEM

1. To assist in maintaining data on the Omniledger rent management system keeping tenant records up to date.
2. When instructed to do so, to deputise for the rent officer in maintaining rent account balances carry out postings and other rent accounting administrative duties.

Miscellaneous

At the discretion of the Chief Executive, to undertake any reasonable duties and responsibilities which are commensurate with the post-holder's ability, skills and authority required for the efficient running of the business of the Association.

Personal Behaviour

To work as part of a team to maintain and improve the service to tenants.

To adhere to the aims, objectives, policies and procedures of Shropshire Rural Housing Association.

Report to: Chief Executive

Responsible For: N/A

Main Contacts: S.R.H.A. staff and members.
Tenants
Local Authority Officers
Outside Agencies and other Housing Agencies
Maintenance Contractors