

Designation:	Housing Contracts Assistant
Grade:	Stroud 3
Hours:	37 hours per week
Location:	Ebley Mill, Stroud
Job Purpose:	To provide Comprehensive administrative support to the service areas within Housing Contracts and support in all asset related data management
Responsible to:	Senior Asset Data Officer
Responsible for:	No supervisory responsibility

KEY DUTIES

- To be responsible for comprehensive administration support to Housing Contracts including word processing of reports and letters and minute taking
- To be responsible for the opening of the daily post, processing of cheques and monies, and monitoring of letters as part of KPI returns.
- Assist in the stock condition collection process and ensure compliance with best practise
- To assist in the inputting and verification of all asset data following stock condition surveys and following completions of work undertaken by the service
- To provide cover based on needs of the business as necessary but in particular for repairs advisors and gas schedulers
- To be responsible for the maintenance and management of the Document Imaging System, including Housing Contracts file management, preparation of paperwork for scanning, data capture and storage in accordance with Data Protection and Access to Information legislation
- To produce monthly performance monitoring data reports and work to ensure that the performance target is met including proactively gaining customer satisfaction by various avenues eg conducting telephone surveys

SKILLS AND KNOWLEDGE

- Good general education or equivalent experience in an administration role
- Proactive, take initiative and well organised
- Good written and verbal communication skills
- IT skills to include all Microsoft packages
- Co-ordinate collection and upload of stock condition data

COMPLEXITY AND CREATIVITY

Work requires the exercise of creativity within the general framework of recognised procedures.

JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work with all other decisions being referred to potholder's line manger
- Examining various reports, invoices and records and highlighting to the postholders' line manager anything where further investigation may be required or a decision needs to be made.

Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives

CONTACTS

- Members of the council,
- Members and staff of other local authorities/housing providers/partner agencies
- Suppliers, contractors and members of the public including Tenants and leaseholders

Contact required in respect of service delivery issues which may not be straightforward and that require the provision of advice and guidance and/or the initiation of action.

RESOURCES

Processing of cheques and small sums of cash.
Responsible for the accurate handling and security of small sums of cash and cheques

TRAVEL DESIGNATION

Casual car user.

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.