



**South Yorkshire
Housing Association**

Delivering quality local living

JOB DESCRIPTION

JOB TITLE	Administrative Assistant
Salary grade	2A £15,924- £17,225 per annum, pro rata
Department	LiveWell
Hours	22 hours per week

PURPOSE OF THE JOB

To provide and co-ordinate the provision of administrative support to the Manager, staff team and tenants.

MAIN TASKS

1. Develop and maintain office administration, filing, information and index systems.
2. To produce quarterly information as required in liaison with the LiveWell administrator to enable effective monitoring functions to be used by managers, Care Services Managers and Supporting People.
3. To answer telephone queries specific to referral enquiries and send out appropriate information to external professionals.
4. To be involved in dealing with telephone enquiries from customers
5. To type correspondence, reports and other documentation for the Project.
6. To attend and service meetings as required, which will involve the production and distribution of agendas, reports and minutes.
7. To process and log orders and invoices according to set procedures.
8. Deal with incoming and outgoing post both internal and external.

9. To organise training in liaison with the Training Officer and keep up to date information about training undertaken/planned.
10. To provide a photocopying and archiving service for the project.
11. To ensure PR material for the project is up to date and of a high standard. Support managers with the production of promotional material for conferences and PR road shows.
12. Ensure office stock is maintained, ordering as necessary.
13. To operate office equipment with appropriate training as necessary.
14. Undertake duties in connection with the use of the building and be responsible, alongside other team members for the security of the building and monies.

MISCELLANEOUS

1. To take part in any training and personal development which enables better performance of the job.
2. To be able to work unsupervised and to use own initiative in assessing situations and prioritising work.
3. Ensure that Health and Safety standards are adhered to at all times and bring any problems to the attention of the manager.
4. Ensure South Yorkshire Housing Association's Diversity Policy is adhered to at all times.
5. To attend supervision, appraisal and training as appropriate.
6. To work within the Association's policies and procedures.
7. To undertake any other duties appropriate to the grade and purpose of the job which may be determined by an agreement with the post holder, management and appropriate trade union.



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CONDITIONS OF SERVICE

JOB TITLE	Administrative Assistant
Salary grade	2A £15,924- £17,225 per annum, pro rata
Hours	22 hours per week
Leave	27 days annual leave, plus 8 statutory Bank Holidays and 4 additional days at Christmas, Easter, Spring and August Bank Holiday. The leave year runs from 1 April to 31 March per annum/pro-rata.
Pension	You are eligible for membership of the Association's contributory pension scheme which is the Social Housing Pension Scheme (SHPS) subject to the trust deed and rules of SHPS. For more details please contact the HR Department.
Unions	SYHA recognises Unite and UNISON, with whom the Association has entered into an agreement where union members have negotiating rights in relation to conditions of service.
Car Allowance	This post does not attract essential car user allowance.
Car Parking	There are limited parking spaces at the side of the Core building
Job Share	Not Applicable
No smoking	SYHA operates a no smoking policy.



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PERSON SPECIFICATION

JOB TITLE Administrative Assistant

<u>Criteria</u>	Essential
Impact on Others	1. Ability to communicate well with a wide range of people, both verbally and in writing 2. Ability to keep confidentiality at all times.
Motivation	3. Ability to take responsibility for prioritising own workload 4. Ability to use own initiative and work with minimal supervision
Values	5. Demonstrable commitment to equal opportunities and diversity 6. Demonstrable commitment to the values of SYHA
Professional Know How & Qualifications	7. Demonstrate good administrative and organisational skills, eg. diary management, arranging meetings 8. Ability to take accurate and concise notes/minutes of occasional meetings
Problem Solving	9. Ability to work under pressure in a busy environment and to meet tight deadlines
Work Related Circumstances	10. Ability to type accurately and use Microsoft Word and Excel 11. Willingness to undertake any training required to fulfil the requirements of this post