



<b>POST TITLE</b> : Administrative Officer		
<b>SECTION</b> : Planned Maintenance/Reactive Repairs		<b>DATE LAST REVIEWED</b>
<b>LOCATION</b> : Within the London Borough of Hackney		
<b>RESPONSIBLE TO</b> : Senior Administrative Officer		
<b>RESPONSIBLE FOR</b> :		

### **PURPOSE OF JOB:**

To provide comprehensive administrative support to service areas within Property Services.

### **KEY ACCOUNTABILITIES:**

1. To initiate and maintain administrative systems to support the work of the Section, such as monitoring statistical information in relation to attendance, sickness monitoring information, etc.
2. To provide effective administrative support including filing, photo-copying, collating, binding, stationery supplies and data input.
3. To carry out administrative tasks associated with the payment of contractors.
4. To set up and maintain effective budget monitoring systems, providing information to management in spreadsheet format. To bring to the attention of senior management any areas of concern, recommending remedial action as and where appropriate.
5. To process the raising of jobs, as necessary, using Hackney Housing Works Order System.
6. To liaise with the Contact Centre providing all necessary service information and support to ensure service targets and standards are achieved, particularly in relation to emergency issues such as loss of electricity, water, gas leaks, etc.
7. To ensure the appointments systems are maintained effectively for both the Client and Hackney Housing staff, this includes booking and re-arranging appointments for Hackney tenants.
8. To input data generated from job tickets and prepare information for Management using databases, spreadsheets and word processing.
9. To provide a comprehensive filing service to the section.
10. To act as first point of contact for managers and customers, including dealing with telephone calls, visitors and correspondence to current Hackney Housing standards.

11. To be responsible for initiating, developing, maintaining and regularly updating high quality administrative systems which will support and enhance the work of the section.
12. To assist the team in providing relevant supporting information to allow efficient responses to complaints and enquiries to be produced, in line with Hackney Housing standards and timeframe.

## STANDARD CLAUSES

1. To actively promote customer care, value for money and performance management in own role.
2. To demonstrate a whole hearted commitment to the organisational values and culture, including trusting and empowering staff and colleagues.
3. To positively promote and represent Hackney Housing.
4. To promote an environment of continuous learning and improvement.
5. To consistently promote and apply equality and diversity, in line with Hackney Housing policy/procedures and ensure that this is demonstrated and maintained throughout all areas responsibility.
6. To be aware of, and observe fully and promote, Hackney Housing policies relating to health and safety and risk management and best practice, throughout all areas responsibility.
7. To make full and appropriate use of IT.
8. The post holder will be expected to undertake such additional duties or responsibilities, consistent with the role and grade, as may be allocated.

SIGNATURES : JOB DESCRIPTION DISCUSSED AND AGREED	
SIGNATURE OF POST HOLDER*	
<p>.....</p>	<p style="text-align: right;"><b>DATE</b> : .....</p>
SIGNATURE OF MANAGER	
<p>.....</p>	<p style="text-align: right;"><b>DATE</b> : .....</p>

\* If the post is vacant, post holder to sign once appointed and a signed copy to be retained on file.



<b>POST TITLE</b>	: Administrative Officer
<b>GRADE</b>	: Scale 6
<b>DATE LAST REVIEWED</b>	:

<b>CRITERIA</b>	<b>TO BE TESTED AT:</b> (e.g. Short-listing, Test, Interview)
<b>Qualifications and Knowledge Requirements:</b>  Proven experience of administrative work, ideally within a customer focussed environment.  Experience of working on own initiative, coping with a varied workload, meeting deadlines and making a positive contribution to the efficient running of an office.  Ability to demonstrate a good knowledge and understanding of IT gained through practical experience of using a range of business software (Microsoft office, Saffron).  Experience of working on own initiative, coping with a varied workload, meeting deadlines and making a positive contribution to the efficient running of the office.	  S  S/I  S  S/I
<b>Skills and Abilities:</b>  Able to adopt a flexible approach to problem solving, i.e. can influence and be influenced.  Able to understand operational goals and objectives and translate them into activities within a team environment.  When directed, able to effect service delivery initiatives from inception to implementation, including reporting within set timescales.  Excellent oral and written skills.  Able to set personal priorities, objectives and deadlines while maintaining a focus on the key service priorities/accountabilities.  Ability to acquire/develop new skills and demonstrate a strong commitment to learning/continuous professional development.	  S/I  S/I  S/I  S  S/I  S

Ability to support the service manager in the production of management information on performance and reports, as directed.	S/I
<b>Hackney Housing Requirements:</b> <ul style="list-style-type: none"> <li>▪ Commitment to Hackney Housing' core vision and values.</li> <li>▪ Commitment to a culture of learning, development and empowerment across the organisation.</li> <li>▪ Wholehearted commitment to the principle of achieving equality of opportunity and celebrating diversity.</li> <li>▪ Commitment to team working.</li> </ul>	Interview Interview Interview S'listing/interview
<b>Other Special Requirements:</b> Self motivated and effective team player. Bags of drive, energy, enthusiasm and commitment. Personal and professional demeanour which generates credibility and confidence amongst customers, managers, staff, external partners and all other stakeholders.	Interview Interview Shortlisting/interview