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**JOB OUTLINE**

**JOB TITLE :** **PART TIME CORPORATE SERVICES ASSISTANT (30 HRS)**

 **(Fixed term 6 months)**

**SALARY :** **Admin Grade: £16,075 - £25,683 per annum**

***Total leave 34 days (pro-rata)***

***30 hour week***

***Flexi-time Scheme***

***Defined Contribution Pension Scheme***

**MAIN OBJECTIVES of the POST**

* 1. External and internal customer service is paramount. The postholder is responsible for ensuring high quality support is provided to all internal and external customers and stakeholders
	2. To provide a high standard of administrative support to the Corporate Services team and to the wider Association

**ACCOUNTABILITY**

* 1. To the Head of Corporate Services on a day-to-day basis. Accountable to the Board of Management through the Head of Corporate Services and Chief Executive

**PRINCIPAL DUTIES**

* 1. **Customer Services**
		1. Provide first class customer service at all times to ensure that Almond Housing Association meets and endeavours to exceed customer expectations
		2. Proactively manage relationships internally and externally
		3. Constantly portray a professional image to colleagues and customers in person and in all communications
		4. Promote and foster a strong, ethical, friendly and efficient team culture and working environment
		5. Constantly maintain a high level of confidentiality and discretion with all information relating to the business, Heads, information that you learn and/or obtain, colleagues and business activities in general
		6. Understand the functions, remits and responsibilities of each department and how these support the objectives of the business
	2. **Administrative Support**
		1. Provide support for internal and external customers, being the first point of contact for general email enquiries
		2. Sort, log and distribute incoming post and organise and send outgoing post
		3. Maintain filing systems, organising and storing paperwork, documents and computer-based information in accordance with the Association’s records management policy and ensuring that data security is maintained at all times
		4. Word processing, copy typing, photocopying, printing, scanning and formatting and quality assuring reports and letters
		5. Organising appointments, meetings and events, taking minutes and keeping notes, setting up the equipment, catering and any other required meeting resources
		6. Organising travel and accommodation for staff, Board, tenants where appropriate
		7. Ensure all relevant documentation for meetings, travel and tasks is prepared in advance and liaise with external parties to ensure the information is thorough
		8. Assist with ordering and maintaining stationery and equipment supplies, including promotional and sundry items, maintaining an office inventory and managing associated budgets
		9. Maintain an effective, professional working relationship with external contractors, liaising with them when required
		10. Assist in the preparation and production of the Board papers, including Quarterly and Annual Reports, to ensure their distribution is within the correct timeframe
		11. Assist in the preparation, coordination and management of the Association’s AGM and any other such events
		12. Maintain and update various Corporate Services lists and registers: Membership, Contractors and Consultants, PPE, Gifts and Invites, car insurance and licence checks, Declaration of Interests, Personal Details, etc
		13. Assist in HR administration – entering and amending entries on the electronic flexi-time system, coordinating recruitment and selection activities (advertising, preparing recruitment packs, shortlisting packs, acknowledgement letters and other administrative tasks), data entry of annual leave/flexi/sickness absence, report production for annual leave, flexi, sickness absence, recruitment, appraisals, learning and development activities, administration of employee benefits (childcare vouchers, gym membership, etc)
	3. **Other Duties**

 3.3.1 Other such relevant duties as may be determined from time to time

October 2018