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Job Description

1. JOB DETAILS

Job Title: Admin Assistant

Location: **Livingston**

Salary: £11,700

Responsible To: Operations Manager

Responsible For: N/A

2. JOB PURPOSE

Responsible for providing reliable and accurate administrative support within AEL. Ensuring that routine departmental operations run smoothly and efficiently. The role exists to maintain high standards in the application of established procedures, contributing to the effective delivery of support services that underpin the wider team's objectives and organisational mission.

3. KEY RESULT AREAS

3.1 Principial Duties & Responsibilities

- Deliver routine administrative support across the AEL team by processing correspondence, updating records and preparing standard documents to keep departmental operations running efficiently.
- Maintain accurate tenant and property records in digital systems by inputting, validating and updating data to support informed decision-making and compliance.
- Process and upload invoices, receipts and supporting documents to the finance portal to facilitate timely payments and accurate financial processing.
- Liaise with the external finance provider to progress submissions and resolve routine queries within defined procedures, escalating exceptions appropriately to maintain service levels.
- Scan historic and current paper files and index electronic copies to support the transition from a heavily paper-based set-up to a digital office.
- Book and confirm appointments with tenants and customers for maintenance and cleaning jobs to coordinate access and support service delivery.
- Coordinate internal diaries and contractor visit schedules within agreed priorities to minimise disruption and improve workflow.
- Monitor work queues and service requests, prioritising tasks within clear guidelines to meet agreed standards for timeliness, accuracy and confidentiality.
- Undertake any other duties as reasonably required to support the organisation.

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3.2 Key Relationships – Internal & External

- All AEL Staff
- Internal and external finance provider
- Tenants
- Maintenance and cleaning contractors
- Suppliers

3.3 Health & Safety

- Ensure that Health and Safety guidelines and fire regulations are strictly adhered to.
- Comply with safe working practices as defined by Almond Enterprises LTD.
- Complete training as and when required.
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
- Report any accidents, incidents or near misses as soon as reasonably practicable.

3.4 General

- Be aware of and adhere to Almond Enterprises LTD policies at all times.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other Almond Enterprises LTD departments to achieve good outcomes for our residents, applicants, colleagues, and contractors.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the business.

3.5 Other

- Apply the Almond Enterprises LTD and behaviours to every aspect of the role at all times
- Protect and enhance the interests and reputation of Almond Housing internally and externally.

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Admin Assistant

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and specific training	N/A	
Experience	Demonstrable experience of providing routine administrative support Demonstrable experience of maintaining accurate digital records and databases Demonstrable experience of processing invoices and receipts and other associated financial administration	
Knowledge	Awareness of routine administrative procedures, including processing correspondence, maintaining diaries and prioritising tasks within established guidelines. Awareness of records management and information security requirements, including accurate data entry, scanning and indexing documents, and compliance with data protection and records retention policies. Awareness of basic financial processes related to invoice and receipt handling.	
Skills	Developed skill in maintaining accurate digital records and databases. Developed skill in preparing and uploading invoices, receipts and	

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	supporting documents to financial CRM systems Basic skill in coordinating and booking appointments with customers/tenants and contractors.	
Personal attributes	Excellent organisational and planning skills to cope with a varied workload and the ability to handle change and prioritise work accordingly Ability to work under pressure and prioritise work to meet strict deadlines, use initiative, make judgements and take decisions Motivated, enthusiastic and self-starting with a commitment and drive for improvement Committed to ensuring high standards, efficiency and outstanding customer service Committed to our values of: Work together Open to change Respect Kindness Social Confident in own skills and abilities and able to work as part of a team or on own initiative Alignment with the ethos and values of AEL and the social housing sector, including principles of involvement, equality and social justice and advanced political awareness	
Additional requirements	Role Requires a PVG check	

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