


Job Description and Person Specification

Job Title	Voids Admin Assistant
Job Grade	NCC grade C
Reports to	Voids Business Manager
Direct Reports	n/a
Other Resources	n/a
Role Purpose	The primary focus of this role is to provide a robust and fully comprehensive administrative and clerical support service to the Housing and Customer Services Directorate to support service delivery.
Key Accountabilities	<ul style="list-style-type: none"> • Provide a robust and fully comprehensive administrative support service to the teams including responding to correspondence, inputting and accessing computerised information and maintaining accurate and concise manual records • To monitor, maintain and update electronic/manual appointment diaries to ensure effective appointments to ensure targets are met • To make and take calls, responding to telephone, email, and letter queries from internal and external customers; taking responsibility for action to resolve issues/concerns raised • To effectively use a range of computer packages and office equipment such as, photocopying machines and scanners to support the work and deadlines of the directorate • To maintain and update appropriate databases/spreadsheets for the service area as and when required. • To support team meetings, including coordinating agenda items, taking minutes and distribution of appropriate documentation. • To assist with the induction and training of new colleagues relating to systems or administrative procedures and report progress to the line manager. • To collate, accurately update and produce performance management reports using both computerised and manual systems as required • To liaise with energy suppliers to ensure the effective resolution of all metering systems. To build positive relationships with 3rd party companies to resolve outstanding arrears to residential properties effectively and within a timely manner. • To manage individual performance in order to achieve service area and company targets. • To promote excellence in the delivery of a customer focussed



	<p>service.</p> <ul style="list-style-type: none"> • To ensure that operational processes and procedures are adhered to. • To contribute to the effective running of the service area through attendance at meetings and training events as required. • To ensure that legal, statutory and any other relevant provision governing or affecting the service area are strictly observed. • To maintain up to date tenant profile information and ensure confidentiality and compliance of customer information within General Data Protection Regulation and any other relevant legislation and guidelines. • Other duties which are broadly consistent with the job description and level of the post.
Generic Accountabilities	<ul style="list-style-type: none"> • To coordinate the work of colleagues to ensure that tasks are prioritised and completed effectively. • To raise any concerns identified and/or report discrepancies with an appropriate manager. • To raise all orders and requisitions for the section, in accordance with Financial Regulations. To obtain the requisite number of quotations and monitor the performance of suppliers reporting issues to the line manager to ensure best value is achieved. • To support the Heads of Service by undertaking basic project work under supervision. • To occasionally be responsible for acting as a Works Planner in addition to your own workload in times of sickness, annual leave and flexi. • To support the Voids Property Managers, Voids Cleansing Managers with monitoring, recording and maintaining absence management records and timesheets, both electronically and manually for the service area as and when required.


PERSON SPECIFICATION – Voids Administrative Assistant

Requirements	Essential – E /Desirable - D
Experience and knowledge	
Proven experience of coordinating, and maintaining appointments and diaries of large teams within a fast passed pressurised environment	E
Proven ability of providing a comprehensive administration service to a good standard of numeracy and literacy both verbally and in writing	E
Ability to take and produce minutes from a meeting	E
Ability to use computer software programmes to ensure validity of data and input relevant data	E
Experience of working in an environment that must demonstrate value for money	D
Skills & Abilities	
Good interpersonal skills and proven ability to communicate effective at all levels.	E
Ability to develop and present written or verbal information in a clear and concise manner	E
Ability to remain self-motivated whilst effectively managing a diverse workload under pressure to meet specified targets and deadlines	E
Ability to demonstrate effective communication face to face, in meetings and on the telephone when dealing with a wide range of customers including tenants, colleagues	E
Must be flexible and be prepared to work outside normal working hours according to the needs of the service and willing to work at other office locations as required	E
Qualifications	
National Vocational Qualification (NVQ) Level 3 in Administration or relevant proven experience	E
Behaviours	
Ability to work effectively as part of a team	E
Ability to challenge discriminatory attitudes, statements and behaviour	E
Must demonstrate an awareness and understanding of equality issues and a commitment to the implementation of Nottingham City Council's Equality, Diversity and Inclusion strategy and objectives	E

Agreed and signed by post holderDate.....