



Customer Service Administration Assistant

HOURS: 35 hours per week

SALARY: £7.55 per hour in the first year

ANNUAL HOLIDAYS: 6 weeks plus Bank Holidays

LOCATION: Head Office, Bradford

Job Description

REPORTS TO: Scheme Manager

To assist with the day-to-day running of reception area and other facilities at Head Office. This may include the safe and timely opening and closing of the building and supporting the team with any Health and Safety requirements such as regular testing of fire alarms systems.

RESPONSIBILITIES

- To meet and greet any visitors to the building
- To answer telephone calls and deal with callers appropriately, including taking clear messages if required. This may, on occasion, include following policy guidance to deal with complaints.
- To assist in maintaining and managing coordination of the Out Of Hours service.
- Completing stationery and other orders (e.g. letterhead requests) from Horton schemes as and when required. Distribution of newsletters, promotional items or information.
- Ensuring meeting rooms are properly booked and set up prior to time required and cleared away following meetings also checking refreshment availability in meeting rooms and kitchens.
- To assist in compiling any information for events, recruitment, meetings or scheme paperwork.



- Maintaining a welcoming and safe environment i.e. emptying confidential waste and recycling bins, ensuring photocopiers are well stocked and Health and Safety testing occurs as required.
- Assisting with any additional related tasks with the agreement of your supervisor/line manager.

Note: This is a job outline only and seeks to set out the principal purpose and functions of the role; it may therefore be subject to change.

For management and specialist roles, colleagues will be responsible for the determination, assessment and management of risk.

Safer Recruitment

Horton Housing is committed to safe and fair recruitment, safeguarding and protecting the people that we support. The majority of positions here at Horton will require a fully completed application form and an enhanced DBS check to identify and reject applicants who are unsuitable to work with children or young people.

Person Specification

ESSENTIAL

- Level 1 Maths and English
- To have a good standard of written and verbal English
- A friendly, welcoming and flexible approach.
- Be reliable and non-judgemental.
- Ability to use own initiative but be able to ask for help when required
- Awareness of office etiquette
- Good communication skills including appropriate telephone manner

DESIRABLE

- To have basic computer skills including familiarity with Microsoft Office (e.g. Word, Outlook), emails and database
- Experience of using TEAMS
- Experience of using OneDrive
- Experience of using SHAREPOINT
- Willing to undertake a range of internal and external training as the role requires.

In addition to the above, it is expected that you will:

- Maintain professional boundaries



- Have a commitment to Equality, Diversity and Inclusion
- Show willingness to undertake any further training required
- Occasionally be able to work flexibly to meet the needs of the service/department

About the department

There are three members of the Customer Service Administration Team all of whom work in the main reception within Central Services based in Chartford House, the team is responsible for

- Being the first point of contact for the Association for colleagues, visitors and people in receipt of services.
- Providing customer service and administrative support for meetings, events and day to day activities both in head office and other venues as required.
- Facilities checks including but not limited to fire safety and evacuation, building maintenance, first aid and safe working practices with appropriate risk assessment
- Developing and maintaining strong administrative support for all central and other services in Horton Housing Group.
- Upholding the ethos and values of the Association
- Supporting services in their use of IT systems linked to CORE logs
- Utilising reporting functions from IT system to feed into Key Performance Indicator (KPI) reporting at scheme, Senior Management and Board level
- Maintaining close links with all teams

