

Job Description



South
Cambridgeshire
District Council

DEPARTMENT	LOCATION
Affordable Homes	South Cambridgeshire Hall, Cambourne

JOB TITLE	POST NUMBER
Business Admin Apprentice	0807 – Fixed Term 2 Years

GRADE	SCP RANGE
Grade 1	£14,213 - £16,495

RESPONSIBLE TO	RESPONSIBLE FOR
Support Team Leader	NA

HEALTH CONSIDERATIONS/RISK/SURVEILLANCE REQUIRED
VDU Habitual User

Description Of Duties And Responsibilities

Key Result Areas/Overview

To provide efficient, effective all-round administrative support to the Property Services Support Team under the guidance of the Support Team Leader.

Dimensions of Job

Data inputting and processing for the Support Team under the supervision of the line manager using the departments housing management databases.

First point of contact for telephone, email and personal enquires, passing enquires to appropriate officer.

General office admin support.

Key Contacts/Communication Links

Internal

Property Services Team
Housing Management Team
Housing Options Team
Supported Housing Team
Contact Centre
Accounts Department

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External

Tenants and Residents
Contractors
External Agencies
Utility Service Providers and Other Suppliers

Key Responsibilities/Specific Duties

To provide general administrative support for the Property Services Team, data inputting records in accordance with audit requirements.

Data input of relevant information on the Asset Management System, including stock condition data, servicing, installations, asbestos, and Energy Performance Certificates.

Data input of relevant information for the Orchard Housing Management system, including raising alerts.

Assisting the Support Administrators by inputting data to enable the processing of invoice payments, post inspections, customer satisfaction surveys.

Typing of minutes and letters drafted by team members.

Initial point of contact in Support Team taking queries and questions from tenants, contractors, general public and staff and passing on query to appropriate officer.

Comply with customer service standards

Liaise with other sections such as Surveyors, Housing Officers and external contractors/agencies.

Assisting with incoming and outgoing mail services

Making sure general offices admin duties are completed (filing etc)

General to all job descriptions

To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures and legislation.

To comply with / ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.

This post carries specific responsibilities for Health and Safety in particular the carrying out/updating of Risk Assessments.

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South Cambridgeshire District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

The responsibilities outlined above cannot totally encompass or define all tasks that may be required of the post-holder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or level of responsibility or grade.

Job Description Last Reviewed: 15th August 2019