

Administration Assistant

Team - All Teams	Team responsibility - N/a
Manager – Various	Budget responsibility - N/a
Directorate – All	Job grade - 2
Location – Northallerton	
Stakeholders - Customers, Colleagues, Contractors, Communities, Suppliers, OOH.	

Role Purpose:

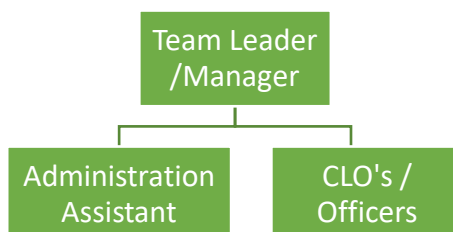
To assist in ensuring that an effective administrative support service is provided.

To arrange internal and external appointments as required, including any follow up actions.

To ensure that records are accurately updated.

To assist in the delivery of excellent customer focused services.

Organisational Structure



Main responsibilities

Administrative Support

- To plan and arrange appointments as relevant for your department
- To follow the Association's escalation processes and access procedures to meet other internal targets.
- To ensure the Association's digital records are up to date and accurate.
- To deal with enquiries from customers and provide a high standard of customer experience.
- To provide administrative support to the relevant team.
- Provide information and data to internal and external stakeholders as required
- To undertake such other duties as may from time to time be allocated to the postholder consistent with the responsibilities of the post

What does success look like?

The postholder will be delivering proactive, efficient, and accurate administrative support that enables smooth day-to-day operations and empowers the wider team to focus on strategic priorities. They will work closely with colleagues to ensure timely and professional delivery of services, contributing to a well-organised and responsive working environment.

Accurate Record Keeping

- To maintain property and customer records, including insurances, financial accounts, registrations, evidence of work undertaken, etc.
- To raise orders for goods, services and contractors to undertake work and process applications for payment for approval by senior colleagues.
- To process recharges to tenants and contractors.
- To arrange meetings of contractors, colleagues and customers, taking minutes as required.

What does success look like?

Record keeping is well maintained, error-free, timely, and compliant records that are secure, consistent, and easily retrievable when needed

Colleague Collaboration, Customer Focus and Communication

- Collaborate with colleagues across the business to ensure an efficient service is provided.
- Build positive relationships with customers, providing clear advice and support.
- Work collaboratively with colleagues to meet KPIs and contribute to service improvement.
- Proactively keep managers informed of key issues and progress

What does success look like?

Keeping customer experience at the heart of all tasks, aiming for first-time fixes wherever possible to deliver efficient, high-quality service. It also requires clear and proactive communication with customers, colleagues, schedulers, and line managers to ensure smooth coordination and timely completion of work.

Health, Safety and Compliance

- To be responsible for the health, safety and welfare of yourself and anyone who may be affected by your work. In particular, complying with safe systems of work in accordance with the policies and procedures of the Association and current legislation.

What does success look like?

Be proactive to achieve targets and standards are met while maintaining strong team collaboration with colleagues and line managers. Maintain technical skills for effective use of mobile devices, ensuring accurate data capture to improve services. Ensure efficient use of materials, compliance with data protection and health & safety legislation, and staying updated on regulatory changes.



General

- To comply with Broadacres policies, procedures and code of conduct.
- Comply at all times with all organisational policies and relevant legislation including Data Protection, Equality & Diversity, Health & Safety and Financial regulations.
- Promote and demonstrate commitment to equality, inclusion and diversity ensuring BHA develops and promotes positive practices in all its customer activities.
- Embrace and promote the corporate plan, mission, vision, values and conduct of the association.

What does success look like?

An effective colleague. The role holder fully embraces the corporate strategy and values, regularly communicates Broadacres' performance and progress with teams, ensures that operational processes and practices are complied with and inspires colleagues to deliver great customer experience.

Administration Assistant

Person Specification

Job Requirements	Essential	Desirable	Method of Identifying Criteria
Experience	Involvement in reviewing and developing working practice.		Application form / Interview
Skills	- Excellent writing and verbal communication skills - Ability to manage multiple tasks in a fast paced environment. - Has good analytical ability to understand and assimilate issues quickly. Has a keen eye for detail. - Relationship Building – able to form successful professional relationships with customers and colleagues. - Team player - Works collaboratively with colleagues to deliver great results. - Good interpersonal skills with the ability to establish and maintain positive relationships, and to persuade others to take relevant action. - Is aware of the need to work with a value for money approach - IT literate and confident in using online technologies to encourage internal and external customers and stakeholders.		Application form Interview
Knowledge			Application form
Special Requirements	Discretion and Confidentiality		Application form
Qualifications	NVQ level 3 in Business Administration or equivalent		Application form



Broadacres Values

