

JOB DESCRIPTION

JOB TITLE:	Allocations Administrative Officer
RESPONSIBLE TO:	Assistant Allocations Manager
RESPONSIBLE FOR:	N/A
DEPARTEMENT/ SECTION:	Allocations, Customers and Communities Directorate
SALARY (£):	G6

<p>MAIN PURPOSE OF THE JOB</p> <ul style="list-style-type: none"> • To provide a high level of administrative support for the Allocations service, supporting the successful delivery of excellent services to customers. • To co-ordinate the allocation of Adra garages in line with Adra’s garage allocation policy. • To support the Allocations service to acknowledge occupation contract termination notices and update Adra’s housing management system, in line with current processes and procedures. • To support officers and managers within the Allocation services by providing regular reports relating to commencement and end dates of occupation contracts using Adra’s housing management system. • To support the Allocation service in preparing occupation contract packs, attend viewings or sign up appointments where necessary. • To support the Allocations service to accurately minute key meetings such as Adra’s Adaptations panel, ensuring all key points, decisions and actions are recorded correctly. • To promote effective customer service within Adra by working towards maintaining customer services in accordance with Adra values. • To provide receptionist service at designated Adra offices. This includes meeting and greeting visitors to the building.

<p>KEY RESPONSIBILITIES</p> <p>General</p> <ul style="list-style-type: none"> • Contribute to the ‘one team’ approach throughout Adra, providing a consistent excellent service to customers and assistance to colleagues throughout the organisation as required. • Adhere to Adra policies and procedures and contribute to delivering service plans and objectives as required. <p>Service Delivery</p> <ul style="list-style-type: none"> • To ensure the excellent provision of services to customers and key stakeholders.
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- Ensure that performance targets are met relating to the allocated area of work.
- To ensure effective communication and working relationships with colleagues across Adra services, and external agencies/ organisations.

Business Development

- To contribute to the delivery of change initiatives within the Allocations service.
- Support the undertaking of effective consultation with tenants and other relevant stakeholders.
- To communicate effectively with customers, staff and other stakeholders.

Performance and Quality

- To support the successful delivery of targets, key performance indicators and service standards relating to the Allocations service.
- Adhere to Health, Safety, Quality and Environment policies and practices.
- To collate accurate statistical and appropriate information as required and within set timescales, collating data collection across the service.

Financial Control

- Review and verify that invoices relating to various services of empty properties are accurate, paying close attention and validating occupation contract termination dates and meter readings.
- Raise orders and code to appropriate budgets.

Other

- To make effective use of Information Technology within the service.
- To adhere to Adra policies and procedures at all times.
- To carry out other duties appropriate to this post as necessary or as requested, which may include at times providing a receptionist service at designated Adra offices. This includes meeting and greeting visitors to the building.

No job description can cover every issue which may arise within the role at various times. In order to maintain an effective service, you may be required to undertake any other reasonable tasks, which is broadly consistent with those in this document as determined by your Director.

PERSON SPECIFICATION

Criteria	Essential	Desirable	Method of Assessment
Education & Qualification	Good standard of education (equivalent to 3 GCSEs Grade C or above)	NVQ level 2 or above in Administration or similar qualification or office-based experience	Application Form and Certificates
Relevant Experience	Experience of using IT systems such as Microsoft Office	Experience of general administration duties.	Application Form and Interview
Job related Knowledge	Able to take accurate minutes of meetings in both Welsh and English	Knowledge of good practice in administrative duties Knowledge of analysing and presenting data	Application Form and Interview
Job related Skills	Good written and verbal communication skills Ability to communicate effectively with customers and colleagues. Good organisational, administration and IT skills. Self-motivated, positive, able to work under pressure and confident in decision making	Excellent interpersonal skills.	Application Form and Interview
Other	Willingness to work outside of normal office hours when required. Committed to continuous improvement. In possession of a full UK driving licence	Knowledge of Health, Safety, Quality and Environment Standards and regulations.	Application Form and Interview
Language	Fluent in spoken and written Welsh language		Application Form and Interview