

# **THE WREKIN HOUSING TRUST**

## **JOB DESCRIPTION**

### **BUSINESS ADMINISTRATION APPRENTICE**

This is a broad outline of what is expected of the post holder.

**RESPONSIBLE TO:      DESIGNATED MANAGER**

#### **KEY OBJECTIVES :**

- To provide administrative and clerical support.
- To receive, make and re-direct telephone calls, e-mails and Internet requests from and to the Public, suppliers, contractors and other sections of the Trust, to assist in achieving a high quality Customer Service for The Wrekin Housing Trust.
- To promote a positive, friendly and understanding attitude towards customers and other colleagues and to ensure that effective communication is maintained in order to achieve consistency with the high levels of performance, efficiency and quality expected of employees.

#### **KEY RESPONSIBILITIES:**

- Carry out office administration including:
  - Data entry and updating database records as required
  - Low level income management support, including liaising with customers, use of IT system and sending of letters
  - Sorting and distribution of post, franking of post and taking to the post office
  - Filing both manually and electronic
  - Scanning, photocopying, and printing as required
  - General word processing duties and spreadsheet work, when appropriate, including letters, emails etc.
  - Arrange, prepare and collate document and papers for internal and external meetings

- Working on the frontline in the shops, greeting customers, establishing customer needs, providing advice and assistance and referring to others where necessary.
- To receive and make telephone calls, e-mails and Internet requests from and to tenants, leaseholders and colleagues within The Wrekin Housing Trust.
- To ensure that you are complying with all aspects of Health & Safety relating to your work area.
- To make full use of all relevant forms of Information and Communication Technology supplied by the Trust to review, update and create records.
- To maintain confidentiality regarding information about tenants, contractors, customers, suppliers and colleagues at all times.
- To positively promote the best interests of The Wrekin Housing Trust at all times.
- To deal with customers and colleagues in a professional manner, dealing sensitively with all situations.
- To participate with general workload cover for the area of work and help to cover for other team members in their absence, to strive to improve the efficiency and effectiveness of the services provided in the area of work.
- Provide administrative support to the team, making full use of the Microsoft Office Suite (Word, Excel, Outlook, PowerPoint etc.)
- Assist with the production and control of promotional material where necessary.
- Monitoring and ordering stationery and other sundry supplies.
- Take minutes of team meetings, type up and distribute.
- To undertake training as required, including completion of induction, training programme and competencies.
- To undertake any other duties as requested by the manager of the team.

- To complete all relevant training and qualifications as required by the regulations and in accordance with the role of an apprentice

**TRAINEE ROLE:**

- This position is intended to develop the post holder, enabling them to gain the experience and skills in general administration and customer services.

**GENERAL RESPONSIBILITIES:**

- To assist the Trust in striving to meet its mission and help foster a culture of continuous improvement.
- To comply with the Trust's Standing Orders, Standards of Probity relating to the Trust's charitable status.
- To uphold, as an individual, the Trust's Corporate Policies in particular in the area of:
  - Health & Safety
  - Equal opportunities and BME policies
- To take responsibility for personal development, sharing knowledge and skills and learning from others.
- To strive towards the delivery of excellent tenant and customer service, offering commitment, interest and enthusiasm in serving customers and resolving issues.

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## **PERSON SPECIFICATION**

### **BUSINESS ADMINISTRATION APPRENTICE**

#### **QUALIFICATIONS:**

- A minimum of a Level 2 Functional Skills in English and Maths or GCSE equivalent Grade 4 and above (Grades A-C) is desirable or the ability to achieve a Level 2 in English & Maths

#### **EXPERIENCE**

- Experience in a general office environment would be an advantage

#### **SKILLS AND KNOWLEDGE:**

The post holder:

- Must have the ability to use Microsoft Office, Word and Excel
- Must have the ability to compose letters, emails, tables and undertake simple calculations
- Must be able to communicate effectively via telephone, e-mail and Internet
- Must be able to recognise and adopt the values associated with good customer care
- Must be able to work effectively as a team member, supporting and encouraging others and promoting the effectiveness of the team
- Must have, or quickly gain, a broad understanding of all related service areas within the organisation in order to contribute to the organisation's commitment to continuous improvement
- Must have, or quickly gain, a thorough understanding of all relevant Health & Safety at work procedures to ensure the safety and well-being of self and colleagues

## **PERSONAL QUALITIES AND COMMITMENT:**

- Show commitment to team work and the organisation
- Have tact and courtesy
- Be flexible
- Be able to work under pressure and meet deadlines
- Have the ability to organise and prioritise
- Have empathy with the social aims of the organisation
- Have good customer care skills
- Be willing to undertake duties assigned
- Be thoroughly professional at all times when dealing with customers irrespective of their attitude or circumstances
- Be able to communicate effectively with colleagues and tenants
- Be able to question effectively in order to determine the full details of a problem or issue facing a customer and to accurately record details of such issues
- Have the drive and determination to continuously improve yourself, and contribute to the improvement of the team, to ensure high quality outputs are delivered
- Be flexible to change in order that continuous improvement can be achieved
- To maintain confidentiality on both employee and tenant-related issues
- To promote the aims of the organisation and to represent the organisation in a positive manner at all times