

## **Pentland Housing Association Ltd**

### **Job Description**

<b>Post Title:</b>	<b>Operations Assistant</b>
<b>Grade:</b>	4
<b>Salary Scale:</b>	PA9 – PA12
<b>Responsible to:</b>	Operations Officer
<b>Responsible for:</b>	None
<b>Hours of work:</b>	17.5 hours per week anticipated to be worked over five days Monday – Friday.

### **Job Purpose:**

To provide a comprehensive reception and administration support service for Pentland Community Enterprises, and general assistance to the Operations Officer and Chief Executive (CEO) regarding PCE activities.

To operate PCE's garage letting service within the policies and procedures set by the organisation.

### **Key Result Area**

1. Staff the reception desk, handling all face to face and phone enquiries in an efficient and helpful manner ensuring that the needs of the customer are met at all times and the Pentland Housing Group is represented in the desired manner.
2. Input information into databases and generate all necessary weekly or monthly reports required, enabling the department to have accurate and up to date information on the work in hand, completed works and jobs invoiced and paid for.
3. Publicise garage vacancies, and administer lettings, terminations and inspections for the garage letting service, ensuring that void levels are to a minimum.
4. Operate as the first point of contact for PCE services, recording, addressing and resolving any issues, including taking payments of rent and passing on to the Operations Officer those issues out with the remit of the role, in line with policy and procedures.

5. Maintain the garage information systems, ensuring that repair requirements are reported and acted on, charges arrears monitored and collected, escalating when necessary and all other data is collected, collated and reported on as required by the needs of the service.
6. Maintain and keep up to date the PCE Ltd social media accounts used, ensuring that all entries are appropriate, compliant with policy and procedures and present PCE Ltd in the best possible light.
7. Monitor office equipment and office supplies stock levels, ensuring that all office equipment is regularly maintained, serviced and available for use by staff and adequate levels of office supplies are available at all times.

The post holder is required to perform any other duties as may reasonably be required by the needs of the business, including but not limited to the provision of holiday and absence cover for colleagues.

### **Assignment and review of work**

Objectives and targets will be set and outcomes assessed, on an annual basis via an annual appraisal process, conducted in the early part of each new financial year, and reviewed (and amended if appropriate) via regular 1 to 1 meetings throughout the year.

### **Communication and working relationships**

Regular communications will be maintained with garage and other tenants, suppliers contractors and consultants, as well as regular contact and communication with staff, and the general public, as well as regular contact and communications with staff and board members both through programmes of structured meetings, and as required in response to enquiries, issues and problems experienced.

### **Qualifications and Experience**

The information under this heading is detailed in the person specification for the post.

# Pentland Community Enterprise

## Person Specification Operations Assistant (PT)

	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> <li>• SQA National 5 Level or equivalent</li> </ul>	Educated to Higher Level, Administration or secretarial qualification or equivalent.
Experience	<ul style="list-style-type: none"> <li>• Experience using IT Systems</li> <li>• Experience of in working with the customers/public</li> <li>• Experience of customer care</li> <li>• Experience in record keeping</li> <li>• Cash Handling</li> </ul>	Experience of delivering a reception service combined with other administration services. Experience of using social media on a business context. Experience of using databases.
Knowledge	<ul style="list-style-type: none"> <li>• Good knowledge of word processing and spreadsheet software such as MS Word and MS Excel</li> <li>• An awareness of and commitment to Equal Opportunities</li> </ul>	Knowledge of property management services and letting Knowledge of data protection requirements. Knowledge of social media use in a business context
Skills & Abilities	<ul style="list-style-type: none"> <li>• Good active listening and verbal communication skills.</li> <li>• Ability to effectively communicate with tenants, staff, board member and external agencies</li> </ul>	Ability to complete a range of tasks and prioritise those effectively. Good filing and recording skills
Other	<ul style="list-style-type: none"> <li>• Friendly and calm manner</li> <li>• Flexible and able to work to deadlines</li> <li>• Honesty, integrity and trustworthiness</li> <li>• Full Driving Licence</li> </ul>	