

Fusion Housing Job Description

Job Title	Administration Assistant
Department	Business Support
Location	Huddersfield
Responsible To	Finance Team Leader
Hours	37 hours per week

Main Objectives

- To ensure professional, proactive, customer focused business support service delivery of established business administration processes to support the organisation.

Key Responsibilities and Duties

Administration

1. Record and distribute incoming post. Purchase stamps and organise outgoing post for the Business Support Team including administration of Royal Mail prepaid envelope account.
2. Answer and direct telephone calls.
3. Receive and respond to email messages.
4. Make travel arrangements.
5. Assist in the preparation of regularly scheduled reports.
6. Purchasing office stationery (including printed materials) and other items for the organisation. Maintaining stock levels as required in each office ensuring quality of stock and cost effective purchasing.
7. Liaise with staff to renew annual car parking permits and to set-up new staff permits. To also maintain online parking accounts, keeping car details up to date and accounts topped up. To maintain an overall system for logging car parking details.
8. To maintain a car parking rota for on-site office parking.
9. To purchase vouchers and travel cards for client use and maintain a signing in/out system.
10. Liaise with managers and other staff to ascertain subscription and publication requirements and maintain a subscriptions and publications log.
11. Plan meetings and to take detailed minutes.
12. Liaising with utility companies/agencies for our managed tenancy service to set-up and maintain accounts.
13. Liaising with local Council Tax departments for set-up and renewal of managed tenancy council tax accounts.
14. To scan and upload documents to our Fusion Housing Information System (FHIS) Housing Benefit notifications for the managed tenancy service.
15. Maintaining good filing and logging systems.
16. Other administration duties within the Business Support team.

Organisational Responsibilities

1. Policies and Procedures

- 1.1 To participate in the formation and review of Policies and Procedures in the Fusion Office manual and to adhere to them.
 - 1.2 To support and abide by the policies and practices of the organisation with regard to Equality, Diversity and Inclusion and play a key role in its successful implementation.
 - 1.3 To work within the Health and Safety and Fire regulations and to be familiar with Health and Safety appliances, policy and procedures, fire drill and evacuation.
2. To liaise and promote Fusion's services with other organisations to build good working relationships and maintain them.
 3. A commitment to safeguarding children and adults at risk.
 4. To participate in strategic development of the organisation, internally and externally.
 5. To attend and contribute to staff meetings and other relevant meetings.
 6. To take joint responsibility for the effective use of support and supervision and annual appraisals.
 7. To work with the team in monitoring, evaluating and developing the services.
 8. To participate in relevant training courses.
 9. To complete all required information within Fusion Housing's Information System (FHIS) and manage email and other forms of communication effectively and check for policy updates in the office manual at least once per month.
 10. To undertake any other duties as required by the Director.
 11. To participate in the development of this job description as necessary. This job description reflects the present requirements of the post. As duties and responsibilities develop and change, the job description will be reviewed.

This job description cannot cover every issue or task that may arise within the post at various times and the post-holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.

This job description does not form part of the contract of employment.