
Job Description

Job Title **Corporate Services Assistant**
Grade: **EVH Grade 5 – PA13 to PA16**
Responsible to: **Corporate Services Officer**

1. Job purpose

- 1.1 The Corporate Services Assistant role has four main strands:
- to assist in the delivery of a positive, friendly and approachable customer and corporate service for Cernach Housing Association
 - to provide excellent communications and support in relation to resident engagement
 - to provide administrative support to the governing body and senior management team as requested
 - to assist and support the finance and corporate services team
- 1.2 This is a full-time, permanent position. The role involves working from the Association's office during Monday to Friday over a standard 35-hour working week. The Association operates a flexible time procedure between the hours of 8.00am and 6.00pm. However, it is generally expected that as the main member of staff providing front-of-house cover, the Corporate Services Assistant will be present in the office from 8:45am to have the office opened for 9am.
- 1.3 As you will be providing Corporate Services support to the Association's Management Committee, there will be a requirement to attend occasional evening meetings, in particular in the absence of the Corporate Services Officer.

2. Principal duties and responsibilities

- 2.1 The principal duties fall into the following categories:

2.2 The following are the key tasks related to the **customer services** element of the post:

- a) Play a key role in the provision of a customer focused frontline service by staffing the reception desk during office opening hours
- b) Act as a friendly and knowledgeable first point of contact for calls to the Association's office and assign queries to the relevant teams.
- c) Respond positively and appropriately to customer complaints
- d) Ensure emails received via the Association's generic email accounts – such as admin., applications, recruitment and Freedom of Information – are issued to appropriate staff in a timely fashion
- e) Contribute to the production and distribution of corporate literature
- f) Ensure that the reception is a tidy and welcoming space
- g) Delivering all aspects of reception duties including telephone enquiries, email enquiries, attending to onsite visitors, managing the main office diary and meeting room-booking system

2.3 The following are the key tasks related to the **communication and resident engagement** element of the post:

- a) As a key member of the finance and corporate services team, help ensure that the Association's communications are effective
- b) Use CX feedback software to issue surveys and review customer feedback
- c) Contribute to the implementation of the resident engagement strategy, including identifying and developing ways of achieving maximum reach within the community
- d) Help ensure that the social media platforms, such as Facebook, are up-to-date, relevant and accurate
- e) Update the Association's website to ensure that it is relevant, user-friendly and current

2.4 The following are the key elements relating to **administrative support to the governing body and senior management team**:

- a) Ensure that mail is opened, recorded, date stamped and distributed in a timely manner
- b) Prepare and frank outgoing mail prior to delivering to the post office on each day and record in mail register
- c) Contribute to the procurement of some goods and services, including

ordering items, in line with the Association's procedures and your own delegated authority levels. This will include the organisation of catering for meetings as required

- d) Keeping the Association's stationery and storage rooms in a tidy and organised manner, including topping up materials such as printer paper as required
- e) Assist in the provision of high quality and professional support to other staff members and to the governing body. This will require attendance at evening meetings and minute-taking as requested
- f) Ensure the boardroom is prepared and well presented for all meetings.
- g) Provide central administration services, such as; arranging meetings, photocopying, scanning, training and conference bookings, and recruitment administration

2.5 The following are the key tasks related to **assisting the finance and corporate services team**

- a) Support the Corporate Services Officer and Finance officer by undertaking tasks related to health and safety in the workplace
- b) Conduct daily, weekly and monthly checks of the office to ensure a smooth running office environment
- c) Assist the Finance Officer in the administration of the corporate health and safety plan
- d) Assist the Corporate Services Officer in the administration of corporate training and development plans
- e) Assist the Head of Corporate Services in relation to ICT administration
- f) Log, assign and monitor customer complaints, elected member enquiries, expressions of dissatisfaction and compliments on the online monitoring platform as requested by the Corporate Services Officer
- g) Provide general assistance to all teams where required in relation to administration tasks.

3. General and administrative

3.1 The following are key tasks related to the general and administrative elements of the post:

- a) Comply with the Association's policy on equality and human rights
- b) Respond to customer complaints as per the model complaints handling procedure and keep customers informed throughout

- c) Be responsible for the security and protection of customers' and the Association's information in line with GDPR and data protection principles
- d) Observe the highest standards of confidentiality at all times
- e) Be responsible for the security of the office along with all other members of staff
- f) Participate in training and development, attend conferences, seminars and training courses
- g) Maintain a level of knowledge and skills to complete your duties effectively and efficiently
- h) Contribute to the overall activities of Cernach HA and to be an ambassador for us at all times
- i) Carry out any other relevant duties at the request of the Corporate Services Officer or senior staff as considered reasonable and appropriate to the post
- j) Any other reasonable grade-appropriate duties related to the above

4. Review

- 4.1 This job description will be subject to review after the first year in post to assess that it continues to meet the Association's business requirements and takes account of the post holder's skills and strengths. There will be consultation with the post holder prior to any review taking place.