

JOB DESCRIPTION

POST TITLE	: Customer Administration Officer	POST No. [if applicable]	:
SECTION	: Tenancy & Leasehold Services	DATE INTERVIEWED	LAST :
LOCATION	: Within the London Borough of Hackney		
RESPONSIBLE TO	: CAT Manager/Senior CAT officer		
RESPONSIBLE FOR	: N/A		

PURPOSE OF JOB:

To provide administrative support to the Tenancy & Leasehold Service Division covering a wide range of areas including general financial administration, personnel administration, recruitment organising and administration, health and safety systems management, correspondence logging and management, facilities management as well as provision of personal support to Heads of Service.

KEY ACCOUNTABILITIES:

1. To assist in the preparation of relevant paperwork to enable managers to commence the recruitment process. Liaise with the Recruitment Team and assist in facilitating the effective coordination of recruitment processes through liaison with hiring managers, recruitment agencies, candidates and Human Resources to ensure a seamless experience through to joining the organisation.
2. Manage and maintain an accurate, effective central record system, drafting letters, reports and perform other related administrative duties as instructed by line manager.
3. Log all correspondence including complaints, subject access requests and freedom of information enquiries in accordance with corporate procedures.
4. To assist the CAT Manager with the maintenance of centralised record keeping across the division, e.g. the overall collation of staff returns (confidential and sensitive), collation of information for reports for

management on the effective monitoring and management of staff sickness and staff training.

5. To assist in the preparation and maintenance of the staff profiling system.
6. To assist in the monitoring of Hackney Council equipment and services and where there are issues of misuse and highlight to senior management any breaches of standards and protocols.
7. To collate statistical data and assist in the preparation of reports including, performance reports to Senior Management team, using appropriate formats and languages.
8. To assist service heads within Tenancy & Leasehold division in collating and providing information for external auditors, organising and facilitating the external inspection process.
9. To effectively process all complaints received in Tenancy and Leasehold Division onto relevant systems
10. To support the CAT Manager in the development of new and innovative working methods and practices which maximise efficiency.
11. To take and distribute notes and minutes as required by Heads of Services within Tenancy and Leasehold Services.
12. Arrange internal or external meetings; including booking venues, arranging catering and issuing of papers, ensuring the information is cascaded to the appropriate attendees
13. To ensure that all external correspondence and emails to the Tenancy and Leasehold Services division are maintained, including effective workflow, audit trail, scanning, indexing, logging and tracking from point of receipt until a response is sent, service standards to be met and improving customer satisfactory.
14. To maintain an efficient and effective payment and purchase order service by ensuring that payments being made are verified, authorised, correctly coded to a budget and budget monitoring. To work with the team to implement and maintain good financial working practices within business services
15. Maintain accurate records of all transactions in relation to payments, as required by the CAT Manager both computerised and manual. To ensure appropriate receipts are issued when dealing with cash transactions
16. To ensure Hackney Council standing orders and financial regulations are followed in relation to the payments and authorisation limits/functions. To ensure payment of all invoices and accounts processes are completed within the performance target times.
17. To liaise with internal and external auditors, or any other similar group, person or body, for the provision of any information. To support the CAT Manager in collating and analysing data and providing information for reports for meetings, as necessary.
18. To perform any financial or administrative duties which assist the team in carrying out its functions to meet targets within expected deadlines
19. To assist in the procurement of goods and services that ensure all staff across the division are appropriately equipped to deliver a customer focused and professional service, including uniforms, stationary, furniture and office furnishing

- 20. To undertake the administration of finance function, i.e. processing invoices, ordering cheques, arranging payments and maintaining financial records, i.e. accruals.
- 21. To be responsible for overall services in the maintenance of petty cash records, this involves cash disbursement and reimbursement; including preparation of monthly reconciliation of petty cash.
- 22. To create and maintain transactional and operational information databases in conjunction with ICT for the purposes of supplying statistical data to other service areas i.e. Human Resources, Health & Safety.
- 23. To assist with facilities, premises and office management, in the day to day operations affecting the functions of offices, i.e security and safety, maintenance and repair as appropriate and where necessary liaise with contractors.

STANDARD CLAUSES [*all JD's*]:

- 1. To actively promote customer care, value for money and performance management in own role.
- 2. To demonstrate a whole hearted commitment to the organisational values and culture.
- 3. To positively promote and represent Hackney Council
- 4. To promote an environment of continuous learning and improvement.
- 5. To consistently promote and apply equality and diversity, in line with Hackney Council policy/procedures and ensure that this is demonstrated and maintained throughout all areas responsibility.
- 6. To be aware of, and observe fully and promote, Hackney Council policies relating to health and safety and risk management and best practice, throughout all areas responsibility.
- 7. The post holder will be expected to undertake such additional duties or responsibilities, consistent with the role and grade, as may be allocated.

SIGNATURES : JOB DESCRIPTION DISCUSSED AND AGREED
SIGNATURE OF POST HOLDER
..... DATE :
SIGNATURE OF MANAGER

..... **DATE** :

PERSON SPECIFICATION

POST TITLE	:	Customer Administration Officer
GRADE	:	Scale 6
DATE LAST REVIEWED	:	January 2016

CRITERIA	TO BE TESTED AT: (e.g. Short-listing, Test, Interview)
<p>Qualifications and Knowledge Requirements:</p> <ol style="list-style-type: none"> 1. Experience of office systems i.e. maintenance of computerised and manual filing systems 2. Experience of working in a financial environment and budget monitoring 3. Experience of using own initiative to suggest new ways of doing things and positively embraces change. 4. Experience in monitoring, achieving and exceeding individual targets. 5. Experience of contributing to service improvements that takes account of the needs of diverse stakeholder groups. 6. A good knowledge of dealing with the public on a day to day basis. 	<p>S/T/I</p> <p>S/T/I</p> <p>S/T/I</p> <p>S/I</p> <p>S/I</p> <p>S/T/I</p>
<p>Skills and Abilities:</p> <ol style="list-style-type: none"> 7. Ability to process online ordering of goods and services and process payment request in accordance with financial regulations. 	<p>S/I</p>

<p>8. Ability to work as part of a team with a diverse workforce.</p> <p>9. Ability to present data for monitoring and reporting purposes.</p> <p>10. Ability to develop effective working relationships with a range of both internal and external stakeholders at all levels.</p> <p>11. Good written and verbal communication skills with internal and external stakeholders.</p> <p>12. Ability to initiate and maintain efficient and effective administrative processes.</p> <p>13. Ability to assess and interpret information in order to identify issues or problems.</p> <p>14. Ability to plan and priorities own workload to meet individual deadlines and performance targets.</p>	<p>S/I</p> <p>S/T/I</p> <p>S/I</p> <p>S/T/I</p> <p>S/I</p> <p>S/T</p> <p>S/T/I</p>
<p>Hackney Council Requirements:</p> <ul style="list-style-type: none"> ▪ Commitment to Hackney Council core vision and values. ▪ Commitment to a culture of learning, development and empowerment across the organisation. ▪ Wholehearted commitment to the principle of achieving equality of opportunity and celebrating diversity. ▪ Commitment to team working. 	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>S'listing/interview</p>
<p>Other Special Requirements:</p> <p><i>(e.g. physical requirements for this post)</i></p>	