

UNITY HOUSING ASSOCIATION

JOB DESCRIPTION

Post	BUSINESS ADMINISTRATION APPRENTICE
Responsible To:	REGENERATION MANAGER
Location:	LEEDS

Objectives of the Post:

To ensure that the Association provides an efficient and positive customer experience to all applicants, tenants and external agencies.

To ensure that vital administrative support is given to both the employment services and regeneration services.

Overview of the job:

1. Maintain scheme and general office files, ensuring that all sensitive and confidential information is stored in an appropriate manner.
2. Complete office administrative duties including answering telephones, dealing with customers face to face and arranging meetings.
3. Greet all visitors courteously and with respect.
4. Deal with external agencies which will include contractors, consultants and suppliers as well as tenants on a regular basis.
5. Arrange for inspections and visits to new development sites, attend and accurately record meetings.
6. Co-ordinate and organise making good identified defects.
7. Monitor and record scheme data for reporting to internal and external agencies including partner organisations and funding providers.
8. Support and promote the Employment Services team in an appropriate and professional manner.
9. Provide support to the outreach programme including assisting advisers at training sessions and attending community events to promote services.
10. Monitor team performance and help to collate team statistics for monthly reporting.
11. To undertake training which will be delivered by a local learning provider.

**HOUSING ASSOCIATION – BUSINESS ADMINISTRATION APPRENTICE
PERSON SPECIFICATION**

ATTRIBUTES	RANK	HOW IDENTIFIED
EDUCATION/QUALIFICATIONS		
Minimum 4 GCSE or equivalent including English and Mathematics	Essential	Application form
KNOWLEDGE & EXPERIENCE		
Experience in using various IT packages and software including word, excel and email.	Essential	Application form + interview
Experience and/or willingness to work within the social housing sector.	Essential	Application form + interview
Knowledge of different filing systems.	Desirable	Application form + interview
Experience of a customer facing/front line role.	Desirable	Application form + interview
SKILLS AND ABILITIES		
Ability to communicate verbally and in writing in a clear, concise manner.	Essential	Application form + interview
Excellent organisational skills with ability to pay attention to detail	Essential	Application form + interview
Ability to liaise, build and promote positive working relationships with external and internal customers.	Essential	Application form + interview
Ability to prioritise tasks and time manage.	Essential	Application form + interview
Ability to maintain all aspects of confidentiality.	Essential	Application form + Interview + references

DISPOSITION/ATTITUDE		
Willingness to be trained and developed.	Essential	Application form + interview
Ability to use own initiative whilst working within a team.	Essential	Interview + references
Desire to ensure that job gets done.	Essential	Interview + references
Flexible approach to work, punctual and reliable.	Essential	Application + interview
CIRCUMSTANCES		
Must be willing to uphold the Values of the organisation at all times	Essential	Interview
Ability to demonstrate your use of good practice and anti-discriminatory working and show how you have promoted equality in your team.	Essential	Application form + interview
To be committed to promoting the highest standards in Health & Safety performance.	Essential	Interview