

Job Description

MEDRA Administrator

Responsible to: MEDRA Office Supervisor

Post overview:

The post holder will undertake day to day administration for the MEDRA mainly, but could be asked to cover for any administrative posts in other department if requested. The post-holder will be based primarily in Lampeter, although may occasionally be required to work in any other Tai Ceredigion base from time to time.

The post holder will be required to carry out a range of duties within a busy team, including data inputting, processing time sheets, invoices and works orders as well as completion dates, dealing with telephone enquiries, minute taking and general Administrative support to the section.

Key Responsibilities – Functional:

- Be the first point of contact for telephone, post, e-mail and personal enquiries from all contacts including, MEDRA and sub-contractors, suppliers, tenants, leaseholders, members of the public, other organisations and staff.
- Contribute to the delivery of the Administrative service by working effectively as a team player, arranging meetings, training and ensuring that accurate records are kept of tools and equipment issued, including recording of any health and safety products, training or incidents.
- Attend and service meetings to include arranging meetings, booking of venues and refreshments, taking Minutes and circulating papers.
- Input data into spreadsheets and software packages as necessary, including the Housing database system, the servicing module as well as the in-house system called "Open Contractor".
- Order materials/tools/PPE for MEDRA operatives as required
- Processing Test Certificates, recording and input on database
- Assist with billing and payment collection for MEDRA team.
- Provide cover for MEDRA Admin team as required.

- Be the first point of call for all responsive maintenance issues including telephone enquiries and scheduling of work.
- Ensure that all maintenance queries are properly logged onto the ICT system (Capita)
- Arrange appointments as necessary with tenants or leaseholders or paying customers and operatives as necessary.
- Input all time-sheets for all MEDRA operatives onto the Capita system.
- Schedule weekly work-sheets and raise job cards for MEDRA operatives
- Maintain confidential records including some personal details and ensure their secure storage.
- Miscellaneous duties to include; photocopying, filing, assistance with project work, post opening, post logging and general duties to support the effective running of the MEDRA admin team.
- Assist the management in ensuring that Tai Ceredigion fleet of vehicles is maintained Inc. MOT, Services, driving licence, Tax and general maintenance logs e.g. tyres, brakes etc.
- Maintain up to date records of Tai Ceredigion vehicles and their users.
- Assist the management in the allocation of vehicles.
- The post holder will sometimes be expected to work unsupervised and to be able to manage their own time efficiently and effectively
- The post holder will be expected to adopt a flexible attitude to the duties which may be varied subject to the needs of Tai Ceredigion and in keeping with the general profile of the post.
- To undertake any other reasonable duties assigned from time to time.

Key Responsibilities – Corporate:

- To contribute to the continual development of the team and Tai Ceredigion as a whole.
- Promote and adhere to the organisation's equality, diversity and inclusion policies at all times and in all aspects of service delivery and employment.
- In all aspects of the company's work, to promote effective communications, excellence in customer service, and a focus on continuous improvement.

Personal Specification

MEDRA Administrative Assistant

All criteria are Essential unless indicated otherwise.

Qualifications:

- A minimum of 5 GCSEs or equivalent at Grade C or above to include English and Mathematics.
- Secretarial and/or business administration qualification. **(Desirable)**
- Basic building knowledge. **(Desirable)**

Experience:

- Excellent customer service skills, with basic experience of dealing with colleagues internally as well as the general public.
- Providing a full range of administrative and secretarial support to a team/individual(s).
- Experience in servicing committees or similar meeting groups to include minute taking. **(Desirable)**
- Two years experience in a secretarial or administrative role or similar. **(Desirable)**
- Providing a customer based service. **(Desirable)**

Knowledge/Skills:

- Proficient in the use of the Microsoft Office package.
- Competent use of e-mail and electronic diary.
- Ability to learn quickly and use initiative.
- Strong organisational skills and methodical approach to work.
- Effective time management skills.
- Familiar with the principles of service improvement, performance management and customer care. **(Desirable)**

- Sound basic understanding of Housing Associations and the Welsh Housing Quality Standard (WHQS). **(Desirable)**

Communication skills:

- The ability to communicate verbally and in writing in Welsh.
- Good telephone and face to face communication skills.
- Ability to communicate effectively in writing.
- Confidence to deal with senior staff and Board members.

Personal Qualities:

- Ability to cope under pressure and balance competing demands.
- Capable of working to busy schedules.
- Capable of using own initiative and working unsupervised.
- A team player.
- A strong commitment to high quality customer service.
- Adopts a flexible approach to the requirements of the job.
- Adapts positively to change.