


| JOB DESCRIPTION  |   |
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| <b>JOB TITLE:</b> Administration Assistant   | <b>REPORTS TO:</b> Office Managers and Senior Officers  |
| <b>DEPARTMENT:</b> Head Office, L'Derry  |   |
| <b>DATE:</b> April 2024  | <b>REVIEW DATE:</b> April 2025  |
| <b>ROLE PURPOSE:</b><br>To provide an efficient and effective service to tenants, residents and officers of the Association in accordance with the Association's policies and procedures.<br>To ensure that all responsibilities are carried out in a timely and effective manner and that confidentiality is maintained at all times. |   |
| Key Area   | Key Activities  |
| <b><u>Main Duties and Responsibilities</u></b>   | <ul style="list-style-type: none"> <li>• Operation of the department's computerised information system.</li> <li>• Answering telephone and face to face enquiries appropriately &amp; professionally.</li> <li>• Liaising with other department staff, agencies and other external organisations.</li> <li>• Assisting with the production, presentation and distribution of written documentation using Microsoft Office, including letters, memos, statistics, reports and presentations.</li> <li>• Maintenance of general filing systems.</li> <li>• Recording and distribution of incoming mail / post and dealing with routine correspondence and outgoing mail and distribution to relevant staff.</li> <li>• Take and type minutes of meetings etc.</li> <li>• Faxing and photocopying duties.</li> <li>• Ordering stationery and ensuring adequate supplies are maintained.</li> <li>• Participate in covering reception on a rota basis at lunchtimes and during periods of annual leave, sickness or training sessions.</li> <li>• Prioritise and organise work effectively.</li> <li>• Provision of refreshments for meetings and training</li> </ul> |
| <b><u>General</u></b>  | <ul style="list-style-type: none"> <li>• Comply with the Associations policies and procedures relating to Fair Employment and Equal Opportunities and ensure that a neutral working environment is maintained at all times.</li> <li>• Ensure compliance with Data Protection legislation, policies and procedures in relation to the release of information.</li> <li>• Implement the Association's policies, procedures, codes and initiatives with regard to customer care and health and safety.</li> <li>• Provide the highest quality of service incorporating best standard and practice and to work to continually improve standards promoting the Association to its customers and contacts.</li> <li>• Respect the confidentiality of all information received as a result of the post holders duties.</li> </ul>   |
| <b><u>Miscellaneous</u></b>  | Adhere to the Association's Equal Opportunities Policy and commit to the principles and aims of the Equality Scheme Section 75 duties to ensure fairness and equality in all aspects of work<br>No job description can cover every issue which may arise within the post at various times, this job description is not a rigid or inflexible document but provides guidelines regarding the duties expected while in post.  |