


JOB DESCRIPTION	
	
JOB TITLE: Foyer Assistant	REPORTS TO: Manager
DEPARTMENT: Strand Foyer	
DATE: July 2025	REVIEW DATE: July 2026
ROLE PURPOSE To provide an efficient and effective service to tenants and residents of Apex in accordance with the Associations policies and procedures. To ensure that all responsibilities are carried out in a timely and effective manner and that confidentiality is maintained in all issues relating to the work of Apex.	
Key Area	Key Activities
<u>Main Duties and Responsibilities</u>	<ul style="list-style-type: none"> • Provide advice and support to residents as required. • Sign post and assist residents in accessing services and support as required. • Welcome and direct all enquiries from members of the general public to the appropriate staff member, allocate interview rooms and inform staff as appropriate. • Ensure the efficient operation of the scheme's switchboard passing external calls to appropriate extensions and dealing with internal calls and queries appropriately. • Receive and welcome visitors to the Foyer and refer them to the appropriate staff member.
<u>Administration</u>	<ul style="list-style-type: none"> • Support the administration function within the Foyer through carrying out a variety of clerical duties - • Assist with the production, presentation and distribution of written documentation using Microsoft Office, including letters, memos, statistics, reports and presentations. • Maintain general filing systems. • Record and distribute incoming and outgoing mail, and distribute post to relevant staff. • Take and type minutes of meetings. • Photocopying duties. • Order stationery and ensure adequate supplies are maintained. • Control and monitor the key cabinets. • Prepare reports and correspondence as required by the Foyer Manager and Officers. • Co-ordinate Training Room bookings. • Ensure all relevant standard forms and other paperwork is available. • Order and rotate stock of first aid and cleaning supplies.

	<ul style="list-style-type: none"> • Open and lock admin offices and relevant cabinets
<u>Financial Duties</u>	<ul style="list-style-type: none"> • Carry out a weekly bank reconciliation and prepare weekly bank lodgement. • Reconcile weekly laundry payments. • Receive and record rent payments.
<u>Health and Safety and Risk Management</u>	<ul style="list-style-type: none"> • Monitor closed circuit TV facility. • Contact and provide information to emergency services and other agencies on behalf of residents when necessary.
<u>Housekeeping</u>	<ul style="list-style-type: none"> • Report and follow up on maintenance issues, and forward any concerns to the Foyer Manager.
<u>General Duties</u>	<ul style="list-style-type: none"> • Comply with Apex policies and procedures relating to Fair Employment and Equal Opportunities and ensure that a neutral working environment is maintained at all times. • Ensure compliance with Data Protection legislation, policies and procedures in relation to the release of information. • Implement Apex policies, procedures, codes and initiatives with regard to customer care and health and safety. • Provide the highest quality of service incorporating best standard and practice and to work to continually improve standards promoting Apex to its customers and contacts. • Respect the confidentiality of all information received as a result of the post holder's duties.
<u>Miscellaneous</u>	<ul style="list-style-type: none"> • Adhere to Apex 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 • 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.