



JOB DESCRIPTION

Job Title: Office Administrator , full time (37hpw, Mon-Fri)

Salary Scale: SCP 16 £20,025 p.a.

Reports to: Business Support Manager

Main Purpose of the Job:

To provide administrative support and reception service to Latch, on site or remotely as required.

To support the effective maintenance and improvement of administration processes and systems within Latch.

To provide support to the Business Support Manager and CEO.

To provide support to the Property and Housing teams.

Main Responsibilities/Accountabilities:

General Administration

- To provide a front line service to the organisation, for example undertaking general reception duties, answering calls, meeting and greeting visitors, dealing with enquiries and accepting deliveries. This will entail undertaking general administrative duties such as sorting and opening mail, scanning or photocopying documents, sending out post, typing letters and minutes, organising and processing invoices and receipts manually and electronically; doing mailouts, compiling information packs, archiving, assisting with the organisation of the AGM and other events as required.
- To maintain the Latch telephone answering system and email addresses, ensuring messages are checked and dealt with regularly and recorded greetings are kept up to date;
- To interact with the public using the organisation's social media from time to time as and when directed, for example monitoring engagement, replying to enquiries as directed by senior staff, posting pre-agreed content or images;
- To maintain office supplies in line with procedures including for staff working remotely;
- To liaise with suppliers/make online purchases as directed;
- To liaise with utility providers, Local Authorities etc in relation to Latch's properties.
- To oversee and maintain the Equipment Asset Register and IT store;

- To receive rent payments and record rent payment information on the rent spreadsheet and undertake bulk mailouts to tenants regarding rent matters;
- To provide administrative support the CEO, Business Support Manager, Finance Manager, Supported Housing team and Property Services team as required, including:
 - Using Latch’s databases to enter and update information and create reports;
 - Booking in repairs and making/chasing up appointments; writing letters and carrying out satisfaction surveys;
 - Dealing with housing applications and booking appointments for assessments, using a range of methods e.g. by letter, phone call, email and text.
- Following systems, policies and processes for each service;
- Sharing information effectively with Service Managers and other staff.

Systems and Procedures:

- Working with the Business Support Manager to ensure that data, filing and archiving systems, both electronic and paper based, are maintained accurately and effectively and comply with Latch Data Protection Policy.

Other Duties:

- To have a commitment to Latch policies and procedures.
- To have a commitment to Equal Opportunities, actively promoting equality of opportunity and challenging discrimination when necessary.
- To contribute to Latch’s commitment to ensuring high standards of delivery and its continuous quality improvement.

Principal Health and Safety Responsibilities:

- Compliance with the Health and Safety at Work Act.
- Reports all accidents and/or incidents and near misses in accordance with the Organisation’s procedures

Environmental Responsibilities:

- Comply with Latch Environment Policy.

Essential Experience and Specialist Knowledge:

- 2 years’ minimum experience of working in an administrative role
- Experience of providing a front line reception service

Education and Training:

- Excellent literacy and numeracy skills.

Scope of Responsibilities

Decision Making

- The post holder would be expected to work within recognised procedures, which leave some room for initiative. The work may involve responding independently to unexpected problems and situations.

Reporting

- The post holder reports to the Business Support Manager who has line management responsibility for this role.

Responsibility for Human Resources

- The job involves limited, or no, direct responsibility for the supervision, direction or co-ordination of other employees or volunteers. The work may involve demonstration of own duties, or advice and guidance, to new employees, or others.

Freedom to Act

- Expected results are defined but the post holder decides how they are best achieved, needs little day to day management and controls own work.

Level of Internal Contacts

- Staff working in all service areas,

Level of External Contacts

- Members of the public, Latch clients and partner organisations, stakeholders, suppliers; to give and receive information.

Consequence/Significance of Error

- Relatively serious in terms of disruption internally, to service delivery and to service users, may occasionally impact on external organisations.

Financial Responsibilities

- The job involves limited, or no, direct responsibility for financial resources.