

## ROLE PROFILE

<b>POSITION</b>	Senior Administrator		
<b>TEAM</b>	Coastline Services Ltd	<b>LOCATION</b>	Coastline House
<b>VERSION</b>	1	<b>LAST UPDATED</b>	August 2017

<b>PURPOSE OF ROLE</b>	To lead the administration team in providing administrative support to Coastline Services Personnel throughout the organisation, deal with telephone enquiries and visitors to the office, update job costing information via a computerised system. Work with CSL management to ensure that they are supported in all aspects of their work.
------------------------	---

## KEY ACCOUNTABILITIES

1. To provide direct supervision of CSL's administration team.
2. To deal with all telephone enquiries and visitors to the offices in a polite and efficient manner.
3. Administer the annual holiday planning and cover arrangements for all CSL staff.
4. Collate and provide management reports in respect of CSL service delivery.
5. Undertake telephone quality inspections with customers and collate information to allow service improvement where required.
6. To provide administrative assistance as required to the General Manager.
7. To update job costing information on the computerised maintenance system.
8. Input into work scheduling of CSL personnel within mobile working.
9. Co-ordinate and administer continuity of energy supply in properties.
10. Administer and maintain regulatory systems and certification and trade association memberships.
11. Co-ordinate and provide admin support for the company's documentation relating to the management of and the submission of tenders, bids and associated projects ensuring that it is controlled and up to date.
12. Ensure that all the company's filing is managed, maintained and kept up to date including helping implementation of electronic filing system.
13. To undertake other duties as may reasonably be required in line with the level of responsibility of the post and in order to meet the changing needs of the organization.

## GENERAL OBLIGATIONS (THIS IS STANDARD FOR ALL ROLES)

1. Represent the Company positively with all external agencies.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.

## REPORTING

- Reports to the General Manager
- One administrator reporting into this role

## CONTACTS

### Internal

- Directors and managers of CSL
- Supervisors of CSL
- Administrative and finance support staff as required
- CHL Cleaning and Customer Service Staff

### External

- Customers and potential clients of CSL
- Local Authorities, construction companies, service providers, housing associations etc.

## PERSON SPECIFICATION

<b>POSITION</b>	Senior Administrator		
<b>TEAM</b>	Coastline Services Ltd	<b>LOCATION</b>	Coastline House
<b>VERSION</b>	1	<b>LAST UPDATED</b>	August 2017

QUALITY	ESSENTIAL	DESIRABLE
<b>Education &amp; Qualifications:</b>	<ul style="list-style-type: none"> <li>• Good general level of education / literacy and numeracy skills</li> <li>• NVQ 2 or higher in Customer Services</li> </ul>	<ul style="list-style-type: none"> <li>• GCSE Grade C or above in Maths &amp; English</li> <li>• Business or CIOH qualification</li> <li>• First Aid Qualification</li> </ul>
<b>Experience, Knowledge and Understanding</b>	<ul style="list-style-type: none"> <li>• At least three years' experience of working in an office environment at an Administrator role or customer service role.</li> <li>• Experience of dealing with contractors' staff both face to face and on the telephone</li> <li>• Understanding of computerised databases.</li> <li>• Experience in working as a team member or on own initiative.</li> <li>• Knowledge of Industry PQQ &amp; ITT processes.</li> <li>• Experience of dealing with confidential information.</li> <li>• Knowledge of establishing and maintaining a filing system.</li> <li>• Knowledge and awareness of repair requirements within a social housing environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience gained within a Housing Association.</li> <li>• Customer Services Qualification.</li> <li>• Minute taking experience</li> </ul>

<b>Job Related skills</b>	<ul style="list-style-type: none"> <li>• Clear oral/written communicator at all levels.</li> <li>• Sound IT skills across the range of Microsoft applications. Including Microsoft Excel and word.</li> <li>• Able to communicate effectively with internal customers and external contacts</li> <li>• Experience of using housing, maintenance or customer related database packages (as a front end user).</li> <li>• Ability to work under pressure</li> <li>• Plan, prioritise and manage .work to ensure specified deadlines are met.</li> <li>• Computer literate.</li> <li>• Excellent interpersonal skills.</li> <li>• Good telephone manner.</li> <li>• Thorough, systematic and diligent approach to work.</li> <li>• Able to work to specified deadlines</li> <li>• Excellent customer focus skills</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to analyse statistical information..</li> <li>• Commitment to personal development</li> </ul>
<b>Personal Skills</b>	<ul style="list-style-type: none"> <li>• Team player.</li> <li>• Willingness to help other members of the team as and when required</li> <li>• Commitment to Equality and Diversity.</li> <li>• Good communicator with the general public as well as telephone enquiries.</li> <li>• Be able to work as part of a team and on own initiative.</li> <li>• Resilient.</li> <li>• Highly organised with an ability to prioritise a busy workload</li> <li>• Flexible and adaptable</li> <li>• Influential and positive</li> <li>• Loyalty and commitment</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Full driving license as occasionally may need to travel.</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness to work outside office hours when priorities demand</li> </ul>