

## ROLE PROFILE

<b>POSITION</b>	Administrator		
<b>TEAM</b>	Coastline Services	<b>LOCATION</b>	Coastline House
<b>VERSION</b>	3	<b>LAST UPDATED</b>	February 2020

<b>PURPOSE OF ROLE</b>	To provide 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.
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## KEY ACCOUNTABILITIES

1. To deal with all telephone enquiries and visitors to the offices in a polite and efficient manner.
2. Undertake telephone quality inspections with customers and collate information to allow service improvement where required.
3. To provide administrative assistance as required to the CSL Management Team.
4. To update job costing information on the computerised maintenance system (UH, Service Connect, CRM).
5. Input into work scheduling of CSL personnel within mobile working.
6. To undertake all administration required, in line with the level of responsibility of the role, for all work streams.
7. Provide administrative assistance in the preparation of quotations, tenders and the like.
8. To make sure that the electronic filing system is used correctly and highlighting any issues to the Senior Administrator.

## 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 and contractors.
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 Senior Administrator.

## CONTACTS

### **Internal**

- Directors and Managers for CSL
- Supervisors of CSL
- Administrative and financial support staff as required.
- Other CHL departments and Customer Service Staff

### **External**

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

## PERSON SPECIFICATION

<b>POSITION</b>	Administrator		
<b>TEAM</b>	Coastline Services	<b>LOCATION</b>	Coastline Housing
<b>VERSION</b>	2	<b>LAST UPDATED</b>	August 2019

QUALITY	ESSENTIAL	DESIRABLE
<b>Personal Skills</b>	<ul style="list-style-type: none"> <li>• Demonstrate behaviours in accordance with Coastline's values:                             <ul style="list-style-type: none"> <li>✓ Put our customers first</li> <li>✓ Be open, honest and accountable</li> <li>✓ Value each other</li> <li>✓ Strive to be the best</li> </ul> </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>• Ability to prioritise work load.</li> </ul>	
<b>Education &amp; Qualifications:</b>	<ul style="list-style-type: none"> <li>• Good general level of education/literacy and numeracy skills.</li> </ul>	<ul style="list-style-type: none"> <li>• GCSE Grade C or above in Maths &amp; English</li> <li>• NVQ 2 or higher in Customer Service.</li> </ul>
<b>Experience, Knowledge and Understanding</b>	<ul style="list-style-type: none"> <li>• General clerical experience.</li> <li>• Knowledge of maintain an electronic filing system.</li> <li>• Understanding of computerised databases.</li> <li>• Experience in working as a team member or on own initiative.</li> <li>• Experience of dealing with confidential information.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience gained within a Housing Association.</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.</li> <li>• Ability to plan, prioritise and manage work to ensure specified deadlines are met.</li> <li>• Excellent interpersonal skills.</li> <li>• Excellent telephone manner.</li> </ul> <p>Thorough, systematic and diligent approach to work.</p>	<ul style="list-style-type: none"> <li>• Ability to analyse statistical information.</li> <li>• Commitment to personal development.</li> <li>• Ability to recognise and implement good practice within the role to create efficient working practices.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Full driving license as occasionally may need to travel.</li> <li>• Able to work hours as specified by the needs of the business.</li> </ul>	