



JIGSAW HOMES GROUP LIMITED

BENEFITS AND JOB DETAILS

Position:	Administration Assistant (Please quote ref: GH-233 on the application)
Employer:	Jigsaw Homes Midlands (Part of the Jigsaw Homes Group)
Location:	Morris Court, Colwick Industrial Estate, Colwick, Nottingham, NG4 2JN
Salary:	£10,359 - £11,626 per annum (pro rata of £20,142-£22,607) Pay Band D
Hours:	18 hours per week over 3 days
Status:	Permanent subject to a probationary period
Holidays:	24 working days per annum (5 day working week) plus bank holidays, plus 3 concessionary days holiday during the Christmas period, plus additional days after 2 years continuous service to a maximum of 5 days (pro-rata)
Pension:	The Group belongs to the Nottinghamshire Local Government Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Closing date for applications:	Friday 26 th February 2021
Provisional interview date:	TBC
Commencement date:	As soon as possible
Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a six month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Medical Clearance:	In addition, any offer is also subject to receipt medical clearance from our Occupational Health Provider before appointment.
Diversity:	Jigsaw believe diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.
Application to be returned to:	People Team Recruitment@jigsawhomes.org.uk

JOB DESCRIPTION

ADMINISTRATION ASSISTANT

Department:	Asset Management
Located at:	Morris Court, Colwick Industrial Estate, Colwick, Nottingham, NG4 2JN
Hour of work:	18 hours per week over 3 days
Responsible to:	Repairs Manager
Responsible for:	None
Overall aim of the job:	To work as part of the Asset Management Team to deliver our legislative obligation with regard to the Responsive Repairs, Cyclical and Capital Administrative duties

MAIN TASKS OR ACTIVITIES

1. To assist in running responsive repairs, gas servicing, electrical testing and capital work programmes as directed by Management in accordance with gas procedure to maximise efficiency.
2. Arrange appointments with tenants and staff to maximise first time access.
3. To organise mobile working calendars for various trades to ensure efficient use of PDAs.
4. To liaise closely with technicians to provide the tenant with convenient appointments.
5. To liaise with Office staff to ensure that all means of contacting tenants are known and used.
6. To provide the support necessary to the technicians to enable them to meet their performance targets
7. To record all visits and actions by the various technicians and update the appropriate database.
8. To record all unsuccessful access attempts and to ensure that the Groups procedure regarding no access is followed.
9. To record and file all paperwork regarding various work streams.
10. To assist in providing statistical and other reports related to the progress of different work areas.
11. To assist in providing reports related to the progress of difficult to access properties
12. To liaise with and where necessary, prompt Office staff to pursue the legal process needed to gain access to properties.
13. Monitor various mail Inbox dealing with relevant requests and queries from CRM, update CRM accordingly.
14. Answer the telephone and deal with enquiries from tenants.
15. Prepare and issue standard letters and forms relating to the repairs, servicing and testing regime procedure to ensure maximum efforts are made to gain access to properties.
16. Allocate filing, photocopying, telephone and word processing work to other Asset Management Administrative staff.
17. Follow all Group policies and procedures in accordance with the role and attend Mandatory training when requested to ensure compliance with Group policies and procedures.
18. Ensure you work in accordance with the Equality Act 2010 and the Equality & Diversity Policy at all times.
19. Carry out any duty which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive, Group Directors, Operations Directors and Head of Operations commensurate with the position.

**PERSON SPECIFICATION
ADMINISTRATION ASSISTANT**

CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
<u>QUALIFICATIONS</u>		
5 Qualifications demonstrating sound literature & numerical skills (e.g. GCSE English & Maths A - C or equivalent)	E	Application Form/Certificate
NVQ Level 2 Business Administration or equivalent	D	Application Form/Certificate
<u>SKILLS/EXPERIENCE</u>		
Excellent written and verbal communication skills	E	Application Form/Interview
Keyboard skills	E	Application Form/Interview
Experience of using computer systems whilst dealing with Customers	E	Application Form/Interview
Must be able to monitor numeracy and statistical data and analyse performance trends/patterns and act on finding	E	Application Form/Interview
Experience of using Microsoft Office packages or equivalent including Word (mail merge and tables) Microsoft Access (Reconciliation of databases), Microsoft Excel - (Setting up spreadsheets) & Microsoft Outlook - (making appointments and using calendars)	E	Application Form/Interview
Experience of using a diary scheduling system such as Optitime	D	Application Form/Interview
Experience of Social Housing, working for a Housing Association or in Local Authority within Housing Maintenance	D	Application Form/Interview
Knowledge of health and safety legislation/regulations and experience of maintaining and monitoring a safe working environment	D	Application Form/Interview
Good working knowledge of in-house Tenant Information Packages eg. CRM	D	Application Form/Interview
An understanding of the principles of void property administration	D	Application Form/Interview
Experience of using a Schedule of Rates	D	Application Form/Interview
<u>COMPETENCIES</u>		
Experience of working in a customer orientated background with a positive attitude to towards resolving customer queries and complaints.	E	Application Form/Interview
A commitment to quality of service and continuous improvement	E	Application Form/Interview
A positive and responsive attitude to change	E	Application Form/Interview
Problem solving ability	E	Application Form/Interview
Able to work flexible hours	E	Application Form/Interview
Ability to handle difficult situations	E	Application Form/Interview

Works harmoniously with others, helping to generate a positive team atmosphere. Builds effective working relationships	E	Application Form/Interview
Participates and makes constructive suggestions for solutions and improvements	E	Application Form/Interview
A commitment to Associations equal opportunity policies and practices	E	Application Form/Interview
Understanding of data protection & confidentiality issues	E	Application Form/Interview

Please note:

Applicants must meet the above “Essential” criteria as a minimum. “Desirable” criteria will be used as a minimum to further shortlist applications received if necessary. We are willing to consider making reasonable adjustments for people who have a disability. If you have a disability, please refer to the guidance notes before you complete your application form. If you have any questions please do not hesitate to contact the People team