

JOB DESCRIPTION

Post Title: Clerical Assistant
Employer: Hendre Housing Association Limited and Subsidiaries
Responsible To: HR and Admin Manager

MAIN OBJECTIVES OF THE POST

- To be the first point of contact for visitors to the office and to ensure that those visiting the office are given the right impression of a caring professional transparent organisation.

PRINCIPAL DUTIES

1. To ensure that all visitors to the office are signed into the visitors' book and are made aware that, while on the premises, they must be accompanied at all times by a member of staff.
2. To ensure visitors are made welcome and, where appropriate, offered refreshments.
3. To direct any telephone calls which come through on the main number to the relevant section.
4. To open, sort and date stamp all incoming mail promptly.
5. To prepare by means of a franking machine etc all outgoing mail from the Association's offices; to ensure that the meter register is kept adequately stocked with postage credit and that there are always sufficient postage labels available.
6. To carry out any clerical, administrative or other office duties as required by the Administrative Officer.
7. Ordering of stationery and consumables for the Association and obtaining quotes, where necessary.
8. To adhere to the stock control system that is in place.
9. Ad hoc duties as required.

The duties in this job description are not exhaustive and may be altered at any time to reflect the changing needs of the Association

PERSON SPECIFICATION: CLERICAL ASSISTANT
Admin Department

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	5 GCSE's or equivalent	RSA Stage II Typing or equivalent
EXPERIENCE	Reception Office environment	Housing Association Clerical Secretarial
SKILLS	Operation of a switchboard, fax machine and franking machine Interpersonal Communication	Toshiba DK280 Telephone System Pitney Bowes Franking Machine Toshiba fax machine Word Excel
PERSONAL ATTRIBUTES	Helpful & pleasant manner Orientated towards teamwork	*****
OTHER REQUIREMENTS	Punctuality Reliability Flexibility Neat and tidy appearance Mature and professional outlook	*****

PAY AND CONDITIONS – CLERICAL ASSISTANT

1. The salary for this position is **£15,204 - 16,218** per annum (pro rata). A cost of living rise is awarded on 1 January each year which is based on the average index of earnings percentage figure for the preceding August.
2. The hours of work will be 22.5 per week.

Please note that the Association reserves the right to alter the arrangement of these hours if it is in the best interests of the Association to do so.

3. Your minimum paid holiday entitlement will be 20 days (pro rata) per annum plus bank and public holidays and extra statutory and concessionary days amounting to an extra 14 days (pro rata) in total per annum..

In addition to the basic entitlement, staff with more than two years' continuous service at the beginning of the leave year will qualify for one additional day's leave for each complete year of service up to a maximum of ten working days.

4. Employees are entitled to join the Association's company pension scheme with Scottish Widows after three months employment with the Association.
5. On appointment you will become a member of the Association's group life insurance scheme which entitles your next of kin to receive a sum of money equal to twice annual salary in the event of your death whilst an employee of the Association.
6. On appointment you will be invited to join Hendre's Private Medical Insurance Scheme which is free of charge. Please note this benefit is tax deductible. Furthermore, your spouse/partner/children are also eligible to join this Scheme which will be at a cost to you. Details available on appointment.
7. Please note that the Association operates a "No Smoking" policy in all of its offices.

**CLOSING DATE FOR APPLICATIONS IS
5.00pm Friday 28th May 2010**