

Job title: Administration Assistant

Line manager: Handyperson Team Manager

Grade: 8

Direct reports:



Role purpose: At Peabody we are committed to helping our own vulnerable tenants and people living in our communities who need support to live well and independently. We provide specialist housing, care and support to people who are socially excluded, disabled, unwell or homeless.

You will provide administrative support to ensure efficient operation of the office and operations in the team. The Administrative Assistant will support the team through a variety of tasks related to organisation, communication, and administration.

Key results:

- **Data Entry & Record-Keeping:** Accurately enter and maintain business data, client records, and internal databases.
 - **Invoicing & Financial Admin:** Prepare and issue invoices, record payments, chase outstanding balances, and support financial tracking as needed. and undertake any other financial responsibilities in accordance with organisational policies and procedures
 - **Booking Management:** Schedule appointments, meetings, or service bookings; manage calendars and confirm arrangements with clients and HP operatives.
 - **Customer Service & Enquiries:** Respond to incoming calls and emails professionally, handle general enquiries, and escalate complex issues as necessary. Be the first point of contact for staff, customers, colleagues and stakeholders.
 - **Job Logging & Tracking:** Log incoming jobs or service requests into the relevant systems, assign jobs, and update progress records.
 - **General Office Support:** Assist with filing, document preparation, supply ordering, and any other ad hoc administrative duties as required. To set up and maintain effective office systems
- Generic**
- To implement relevant Health and Safety Policy and Procedures, ensuring that all practices and procedures are undertaken in accordance with providing a healthy and safe working environment for staff and clients.
 - To undertake such other duties, training and / or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this job.
 - To work in collaboration with other Peabody departments to ensure a seamless service.
 - Have full regard to the service Diversity and Inclusion Policy.
 - Ensure that all duties are carried out to the highest standard, and in accordance with policies and procedures.
 - To carry out any other duties, within an appropriate level of responsibilities as required.
 - All staff working for Peabody have a statutory duty of confidentiality to protect clients and any personally identifiable information only use it for the purposes for which it was intended. To promote, at all levels, the service vision, values and strategic objectives.

Version Date:

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Success metrics:

- Play an active and key role in achieving the directorate's objectives.
- Represent the interests of the directorate with stakeholders that you meet during your work.
- Be professional and promote cross functional working between departments across the group.
- Contribute to effective governance, risk management and regulatory compliance by helping services deliver to required standards.
- Contribute to the delivery of a learning culture which is open, honest and learns from mistakes, complaints and other feedback.
- Ensure that Group control procedures are followed.
- Externally represent and promote Peabody effectively by creating a consistent, professional and positive image.
- For the data under your ownership, ensure it is collected, managed and protected to the highest standards, meeting all legal and regulatory requirements, with data quality embedded and responsibilities clearly defined and communicated.
- Abide by and promote a positive health and safety culture, ensuring, as far as practicable, that activities are carried out in accordance with Peabody Health and Safety policies and procedures.

About you:

You will be:

- Empathic towards vulnerable people
- Able to maintain up to date records and reports
- Able to prioritise workload and meet tight deadlines
- Able to collaborate and work as part of a team
- Professional and customer-focused approach
- Able to use MS Office including Excel and Word
- Willing to undertake relevant training
- Able to attend occasional evening meetings as required

You will have:

- Previous experience in an administrative or clerical role ideally within a vulnerable/care setting
- Good working knowledge of Microsoft Office (Word, Excel, Outlook) and scheduling systems
- Strong attention to detail and accuracy
- Good written and verbal communication skills
- Understanding of confidentiality and data protection issues.
- Understanding of the administrative requirements of the services.
- Experience of working in a customer service environment.
- Experience of dealing with a wide range of people, including clients, staff, contractors and external agencies.
- Excellent verbal and written communication skills.
- Good telephone manner.
- Excellent organisational and planning skills.
- Excellent computer literacy skills, including Microsoft Office
- Approachable with a can-do attitude.

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