

Post Title	Admin Assistant - Lettings
Division	Business Development
Section	Business Support
Location	Company HQ

Responsible To:	Senior Business Services Manager
Responsible For:	Any Immediate Reports

Job Purpose

- 1 To provide administrative support for all Company departments as required.
- 2 To administer the processing of Let applications for Aberdeen City Council educational establishments in order to ensure an effective customer oriented service.

Management Responsibilities

- 3 Ensure the effective management and utilisation of the financial resources, in line with the Companies financial regulations and the key funding partners accounting processes. Ensure that budgets are adhered to and that Best Value is achieved through suitable financial monitoring procedures.
- 4 Be aware of and committed to the equal opportunities principles and practices of the company.
- 5 Employees are responsible for the implementation of the Health and Safety Policy in so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the Health and Safety arrangements to ensure these are implemented and developed as necessary.
- 6 Management, supervision and training of Support Assistant – Lettings.

Operational Responsibilities

- 7 To respond to queries and information requests from members of the public and staff.
- 8 To provide general administrative support across the company including undertaking the following types of tasks
 - data inputting
 - switchboard operation
 - filing/photocopying
 - periodic building checks
 - office equipment checks
 - stock control: checking/identifying replacement needs
- 9 To administer all lettings applications accurately, timeously and in line with Aberdeen City Council policies.
- 10 To assist in the promotion of:
 - Sport Aberdeen facilities and services
 - Aberdeen City Council Facilities within the Lettings Scheme
- 11 To assist in the collation and analysis of statistical information using a variety of software applications solutions including Microsoft packages, the ACC Lettings database, and the XN Leisure Management Information System.

Methods of Working

The post holder will be expected to:

Adopt a participative and collaborative style of working, underpinned by strong interpersonal skills that ensure effective team work with partner's stakeholders and colleagues.

Be expected to exhibit the highest standards of professional behaviour, creating effective working relationships with the voluntary sector based on mutual trust and respect.

Use appropriate management information systems, maintain confidentiality and observe data protection guidelines.

Work with information technology and associated systems, and where appropriate, existing technology arrangements and consultative procedures will be applied in accordance with Company policies.

Undertake appropriate training associated with the duties of the post.

Person Specification

See attached guide

General Conditions

The full-time working week is 37 hours. A flexible approach to working is required [a time off in lieu (T.O.I.L) system is in operation].

Your hours of work may be carried out in line with a shift pattern in operation for the establishment to which you are allocated and may include early morning, evening, night and week-end work. The detail of the shift rota and your working pattern will be supplied to you by the Manager of your establishment.

A car mileage user allowance is payable [if using your vehicle for work purposes you must have insurance for business use].

The Company operates a no-smoking policy.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time, commensurate with the general character and grading of the post.

Prepared by/Updated:	Val Mackie
Designation:	Senior Business Services Manager
Date:	October 2017