

Assistant Administrator – Estates & Housing Job Description

Location:	Central Support Services, Emersons Green, Bristol
Purpose of job:	To provide administrative support to the Environments; Estates Department.
Hours of work:	Full-time 35 hours per week
Responsibility to:	Office and Information Manager

Main duties and responsibilities:

1. To log and process incoming Council Tax and Business Rates bills, and to assist with related queries
2. To log incoming Change Data information, and distribute to key staff members
3. To sort and distribute incoming post
4. To provide cover for the Estates Purchase Orders inbox during sickness and holidays, and acting as overflow during busy periods, including raising and processing Purchase Orders through Focal Point and to log and process invoices, including part-receiving on Focal Point and preparing associated information for journals as directed by the Estates Surveyors and Managers
5. To provide cover for logging and processing incoming Housing Benefit overpayments, and to assist with related queries
6. To collate monthly energy invoices and distribute to relevant staff nationwide
7. To prepare data as directed from utilities invoices to inform reports and answer staff queries
8. To log annual leave for department on HR database as required
9. Assist in providing relevant information from databases and document folders for the Projects and Housing teams when necessary
10. To assist with administration tasks as required when requested by the Office and Information Manager
11. Assist in providing relevant information from databases and document folders for the Projects and Housing teams when necessary
12. To provide administration assistance to Estates team members to include: producing letters, reports, spreadsheets and presentation material, answer the telephone, take messages and undertake filing, cataloguing, photocopying and scanning of documents as required particularly tenancy agreements
13. To provide occasional cover for the Property Helpdesk during sickness and holidays, and acting as overflow during busy periods, including advising and assessing urgency of works and budget coding allocation as advised, and to generate, log and process Response Maintenance and property related Purchase Orders
14. To have a duty to adhere to Hft's health and safety policies, standards and guidelines at all times
15. To respect the confidentiality of information and correspondence at all times
16. To undertake self-development activities and ensure that technical knowledge is up to date
17. To undertake any related additional duties as reasonably required