



Maintenance

Job Overview

Pathway to Office Administrator

- National Minimum Wage, per annum, pro rata
- Annual salary increments plus any cost of living increase
- Qualified salary £23,000 circa per annum, pro rata
- V72, St Asaph
- 37 Hours a week

Pathway Entry: Basic maths, english and IT skills

Qualifications: Knowledge of IT systems, Office Administration experience, Microsoft Word / Excel, Good communication and organisation skills.



@ClwydAlyn



Person Specification

Purpose

The office administrator plays a crucial role in supporting the efficient functioning of the housing association, enabling staff to focus on their core responsibilities while ensuring that administrative tasks are handled effectively and professionally.

Key responsibilities

- To provide administrative support within the Maintenance Team across a number of workstreams, such as, Electrical, Plumbing & Heating and other planned works, to ensure the smooth running of the administration within maintenance.
- Under the direction of the of the Manger or Supervisor, to liaise with staff, possibly residents, and contractors, e.g. required documents, Kitchen manufactures and other external bodies to contribute towards the smooth day to day running of the planned works programme.
- In conjunction with the Manger / Supervisor and in their absence to be responsible for the general administration within the maintenance team.

Knowledge and abilities

- To demonstrate and have an understanding of the client groups within a maintenance setting, specifically in relation to administrative matters.
- Following general office administrative policies and procedures, maintaining records, word processing, filing, photocopying, logging incoming telephone calls; and incoming/outgoing mail.
- The ability to establish and maintain good relationships with residents, staff and professionals from external agencies via telephone, e-mail, writing, and in person.
- To assist the Manager or Supervisor in the delivery of high-quality administrative services within the Maintenance Team.
- The willingness to attend training courses from time to time in order to keep up to date with developments in respect of the duties of the post-holder.
- In the absence of the Manager or Supervisor, work alongside the senior staff within maintenance and be responsible for ensuring delivery of service is maintained within the team.
- The need to maintain confidentiality.

Working with others

- The post-holder is expected to work as part of a close-knit team and have the capability to work on their own initiative.
- The post-holder is expected to work across sectors involving a range of multi-disciplinary partners, with the support of the manager.
- Excellent communication skills, both verbal and written are required to ensure effective service delivery. The post-holder will be expected to:
 - Give, receive, and effectively communicate information to relevant parties, particularly colleagues, residents and contractors.
 - Communicate with all maintenance staff within ClwydAlyn through daily interaction and staff meetings.
 - To provide relevant information to staff concerning service delivery, this is done by ensuring that effective and accessible administration systems are maintained within the business. As directed by the Manager and Supervisor, to do any administrative tasks that promotes the smooth delivery of the service, this could include general and/or specific administrative tasks.
- Liaison with the Contact Centre, maintenance, and Asset Management Officers in connection with maintenance issues.

About ClwydAlyn



ClwydAlyn was formed in 1978 as a non-charitable Registered Social Landlord and now manages over 6,500 homes and employs 760 staff. We deliver a range of housing management related services, which includes care and supported housing, development, and repair and maintenance services across North Wales (Denbighshire, Flintshire, Conwy, Wrexham, Powys, Gwynedd and the Isle of Anglesey).



Our homes and services include social family housing and single person accommodation, supported living accommodation and specialist care and nursing services, low-cost home ownership, leasehold management services and intermediate and market rented housing. The Group's turnover is £64m.

We are an ambitious Housing Association and very driven by our values and mission. We believe that it is wrong that there is still so much inequality and poverty across our region, and we know that this impacts every aspect of people's lives. We took a strong position to end evictions four years ago and we use our money and influence to do all we can to support those experiencing poverty and to champion for change across our country.



Why work for us?

Job Benefits

- Are you looking for an excellent work life balance?
- Would you like 25 days paid holiday (increasing to 30 days), with the opportunity to sell/purchase more annual leave?
- Receive up to 8% employer pension contributions.
- Join a Cycle to Work scheme.
- Receive eye care vouchers.
- Free hot meals provided to staff when working.
- Excellent enhanced maternity package and many other company benefits.



You can apply in a number of ways:

The more traditional approach

Send an up-to-date CV which shows your full career history and a statement explaining why you are interested in this role and the skills and experience you can bring to the role.

Send us a short film

Maximum 3 minutes explaining why you are interested in this role and the skills and experience you can bring with a short accompanying letter/email.

Ffôn/Tel: 0800 1835757
Ebost/Email: help@clwydalyn.co.uk

apply at clwydalyn.co.uk
applications close 14 May

This role has been assessed as requiring an Enhanced Level (without barred list) Disclosure and Barring Service (DBS) check. Staff will need to demonstrate through their DBS check that they have no spent or unspent convictions, cautions, reprimands or warnings which would impact on their ability to carry out their role. Any risks identified through the DBS check will be reviewed by the Group and a Risk Assessment undertaken. The outcome of the Risk Assessment may result in job offers being withdrawn or existing staff member's employment being reviewed. Further information is available in the Group's DBS Policy and Procedure which can be requested from the HR Team.