



**OFFICE ASSISTANT – TEMPORARY FOR UP TO 11 MONTHS TO COVER MATERNITY LEAVE**

**LEAT HOUSE, TAVISTOCK ROAD, PLYMOUTH**

**£15,630 TO £16,590 PER ANNUM (PRO RATA), 35 HOURS PER WEEK**

We are looking for an enthusiastic and highly organised Office Assistant to join our successful team, helping to ensure a quality service is delivered to all of our customers.

This role will involve organising and maintaining effective administrative systems and records, collating information, responding to enquiries and supporting colleagues.

With excellent communication and interpersonal skills, you will share our passion for delivering high standards of customer service that meet the needs of our wide range of customers with diverse needs. Good organisational skills are also required, coupled with strong knowledge of Microsoft packages including Word, Excel and Outlook (or similar).

As travel may be a requirement of the role, a full driving licence and access to a vehicle is desirable.

Excellent benefits include 26 days annual leave (pro rata) and a contributory pension scheme.

To apply, please complete an online application or submit your CV and covering letter at [www.sanctuary-group.co.uk](http://www.sanctuary-group.co.uk). For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SHA2404.

Closing date: 5pm on 29<sup>th</sup> February 2012

**Building Equality and Diversity**

We work closely with the Home Office in order to prevent illegal working.

Sanctuary Housing Association is an exempt charity.





Candidate Information

For

Temporary Office Assistant

within

Housing Services Team

**Date: February 2012**

## **CANDIDATE INFORMATION PACK**

### **About Sanctuary**

Working in partnership with both public and private sector organisations, we are committed to providing quality affordable housing and effective social care services and facilities. As a not for profit organisation, our income is used for maintaining our properties to high standards and updating and developing our services.

Housing lies at the heart of our business. With regional operations based in the communities in which we operate, Sanctuary manages homes across England and Scotland, providing general rented, sheltered and home ownership accommodation.

Sanctuary currently employs over 8,000 staff across its UK network of regional and subsidiary offices and maintains Investor in People status.

A growing and rapidly changing organisation, Sanctuary has diversified into the business areas of Care and Management Services.

**Sanctuary Care** - Our services fall into four main categories:

- Care Homes                    - Care for elderly & those with learning or physical disabilities
- Home Care                    - Providing domiciliary support in clients own homes
- Supported Housing       - Extra support to live independently
- Extra Care                    - 24hr care on site, providing the level of support required

### **Sanctuary Management Services**

A commercially focused business which delivers a broad range of facilities management services to Universities and NHS Trusts. This includes the provision of student accommodation and housing for key workers such as nurses.

### **About the position**

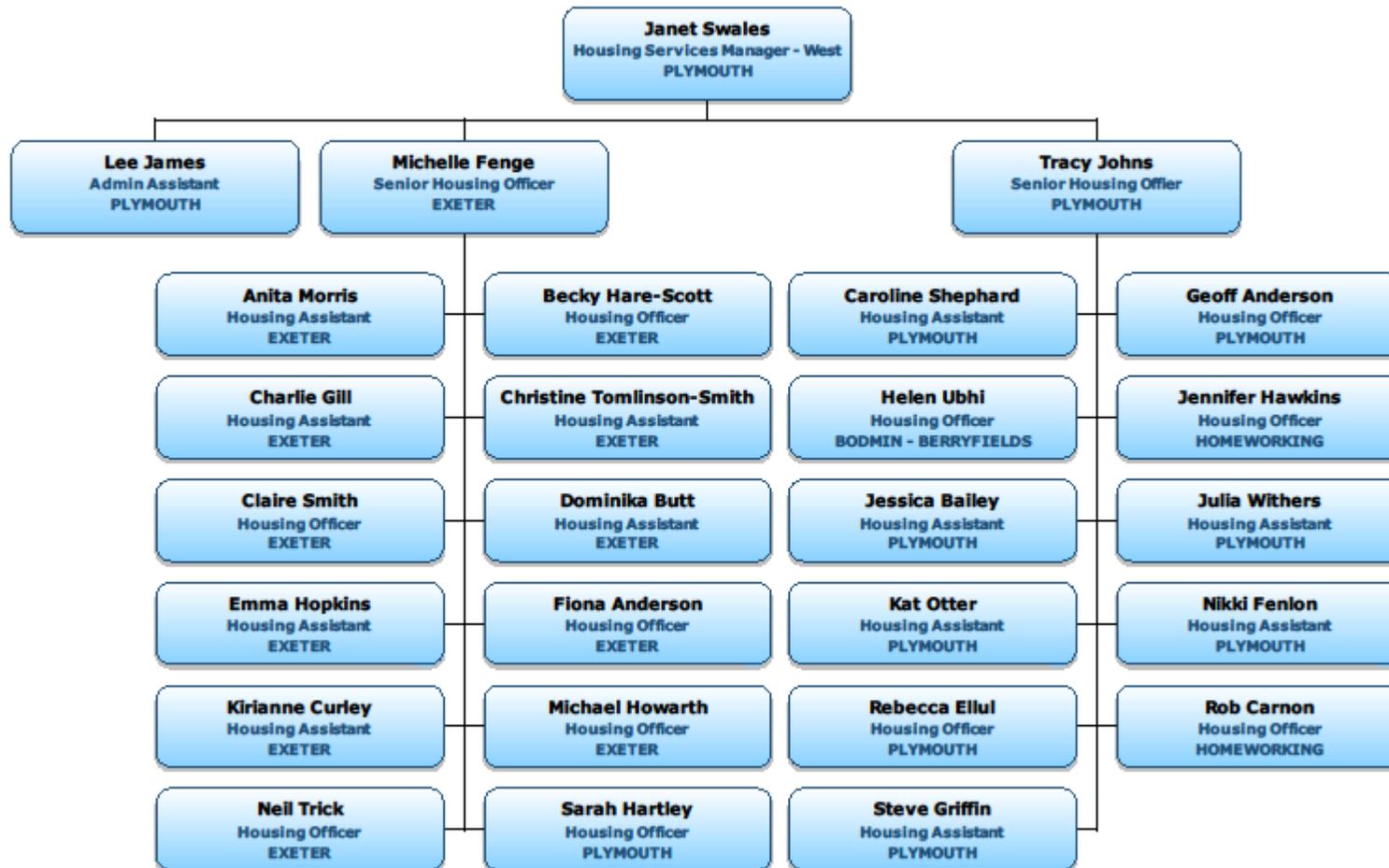
The Housing Services Team are responsible for the delivery of housing management services across the South West region. The post will be based at our Plymouth office.

The post holder will be responsible for delivering high quality administration services in line with customer and organisational needs.

Some key business objectives relevant to this role are:

- Deliver, improve and maintain effective and efficient administration systems to support the delivery of services in accordance with policies, procedures and relevant regulations.
- Assist the local office team with an administration service to support the needs of the team as required.

There are c13 people in the Plymouth Housing Services team. Please refer to the structure chart on the next page to see where this role fits into the department.



The salary and hours will be discussed in more detail at interview should you have any questions.

Some of the Group benefits include:

- Pension Scheme
- PHI (Permanent Health Insurance) after a qualifying period
- Validium help line and counselling service
- Group Life Assurance
- Employee Assistance Programme, access to discounted services and benefits after a qualifying period and tax efficient benefits.
- A generous annual leave entitlement of 26 days rising to 31
- Enhanced Maternity, Paternity and Sick Pay scheme after a qualifying period
- Learning and development opportunities

Further details of our excellent benefits scheme will be sent to the successful candidate.

Sanctuary is committed to the promotion of equal opportunities in its activities as an employer and as a Registered Social Landlord. We review and monitor the relevant policies to ensure adherence to its aims, legal requirements and enforcement of non discriminatory practice.

Sanctuary Housing operates a no smoking policy in all its offices.

There is a probationary period of 6 months for this position.

The appointment will be made subject to the receipt of two satisfactory references, police check and CRB as necessary and evidence of eligibility to work in the UK.

If this job requires you to drive on company business (please refer to the advert and role/job profile for this information), it is necessary for you to provide the following documentation if successfully appointed to the role (you are also asked that you bring a copy of your valid driving licence if invited to attend any interviews):

- Valid driving licence (both the paper counter part and the card if applicable)
- Copy of current MOT (if applicable)
- Copy of motor insurance certificate (not the Schedule) declaring you have business cover (if you are going to use your own vehicle for company business)

Please note that the above documents will be required on an annual basis should you be successfully appointed to the role and need to claim for expenses relating to company travel.

### **Closing Date**

The Application Form must be completed in full along with the Equal Opportunities Monitoring Form.

Your application should be returned by **5pm on 29<sup>th</sup> February 2012** Late applications **will not** be accepted.

### **Interviews**

It is anticipated that short-listed candidates will be invited to attend interview during the **week commencing 5<sup>th</sup> March 2012**

***Please let us know when submitting your application if you are unavailable during this time so that arrangements can be made.***

**Contact Details**

If you have any questions on the above information or wish to discuss the post in more detail, then please contact **Janet Swales on 0800 083 9283**

## **Assistance for Candidates**

### **Recruitment Plus**

Recruitment Plus is a service designed to make it easier for disabled people and those with health conditions apply for jobs.

The service is provided by Sanctuary and Remploy, who will work with you to help you through the entire application process.

### **The next step**

Call Remploy and tell them you are applying for a job through Recruitment Plus. Confirm that you are eligible for the service, then they will help with the following:

- Applying for the job
- Interviews
- If you don't get an interview
- Job Offers
- Starting your new job

For further information call a Remploy Recruitment Advisor on 0845 601 5878.

**OFFICER ASSISTANT**

<b>Reports to:</b>	Senior Housing Officer
<b>Scope:</b>	<ul style="list-style-type: none"> <li>▪ Office based</li> <li>▪ Frequent telephone and computer use with associated office hazards</li> </ul>
<b>Job purpose</b>	To deliver high quality reception and administration services in line with customer and organisational needs.

**CONTEXT**

This job sits within the Housing business, focussing on Sanctuary South West. This team is specifically responsible for providing a high quality reception and administration services to the local office.

The job holder will support the local office in ensuring that the agreed front of house standards of service are met. This involves maintaining the efficient operation of switchboards, processing conference and meeting room requests and organising associated equipment needs. An administration support will also be provided to the local team. The job holder is required to operate within the appropriate organisational policies and procedures and relevant legislation in the provision of these services, ensuring that all reception and security staff deliver a quality customer service. The job holder will carry out high quality administration to ensure the reception service runs efficiently and effectively. This is not an exhaustive list and other duties requiring similar skill levels may be required and developed via training.

The job holder will ensure that health and safety and welfare issues are communicated effectively and promoted within their area of responsibility and that staff fully understand their responsibilities for and fulfil their duties in accordance with the Group policy and procedures. They will be required to operate within the appropriate health and safety regulations ensuring the working environment, property and occupants are safe and secure at all times. They will also be responsible for reporting anything that may pose a risk to the health and safety of themselves or others.

The job holder will support the delivery of the Group's key business objectives through the delivery of their key accountabilities as follows:

**KEY ACCOUNTABILITIES**

1. Provide managers, staff and security with clear guidance, information and practical advice on reception services to ensure compliance with Group policy and relevant legislation.  
*Measure: Feedback from managers and staff on quality of guidance and advice*
2. Assist in the co-ordination, communication and maintenance of relationships with internal and external customers, identifying any shortfalls in service delivery and ensuring they are dealt with appropriately.  
*Measure: Meeting service standards, customer feedback and problems resolved efficiently*
3. Assist the local office team with an administration service to support the needs of the team as required.  
*Measure: Support provided, customer feedback.*
4. Respond positively to complaints and breakdowns in service delivery to ensure excellent customer services are consistently delivered.  
*Measure: Customer feedback*
5. Deliver, improve and maintain effective and efficient administration systems to support delivery of services in accordance with policies, procedures and relevant regulations.  
*Measure: Accurate and timely completion of administrative services.*

## RESOURCES

<b>Finance</b>	Required to deliver value for money services. May deal with petty cash up to £250
<b>Staff</b>	None
<b>Other</b>	Service provision to two or more offices

## PERSON SPECIFICATION

## Competencies

<b>Adaptability</b>	Accepts that people may have different opinions about issues to your own and listens to these with an open mind. Is willing to change own view based on new information.
<b>Communicating and Influencing</b>	Takes a single action, or uses same approach multiple times to influence others directly. Relies largely on logic, facts or reason to persuade.
<b>Continuous Improvement</b>	Monitors own performance against a self-imposed standard of excellence to ensure work is adding value and goals are being met.
<b>Customer Service</b>	Takes personal responsibility for resolving customer service issues.
<b>Decisiveness</b>	Reacts to issues as and when they arise, operating within own level of decision-making authority.
<b>Problem Solving</b>	Understands problems by linking different elements (e.g. A leads to B) or by recognising similarities / differences with problems experienced before and identifies possible solutions.

	Essential	Desirable
<b>Qualifications and Attainments</b> <ul style="list-style-type: none"> <li>▪ Able to demonstrate a level of numeracy and literacy to the equivalent of Grade C English and Maths GCSE</li> <li>▪ Able to demonstrate a level of numeracy and literacy to the equivalent of Advance Vocational Certificate of Education (AVCE)</li> </ul>	√	√
<b>Work Experience</b> <ul style="list-style-type: none"> <li>▪ Some experience of working to deadlines and prioritising workloads</li> <li>▪ Working knowledge of the application of Health and Safety legislation</li> <li>▪ Some experience of working in Facilities Management or Conference Event Organisation</li> <li>▪ Recent experience of undertaking a similar role</li> <li>▪ Some experience analysing and diagnosing problems and implementing effective solutions</li> <li>▪ Some experience of providing excellent customer service</li> </ul>	√    √ √	√  √ √
<b>Skills</b> <ul style="list-style-type: none"> <li>▪ Good communication skills including clear written and spoken English</li> <li>▪ Ability to stay calm and constructive in emergencies</li> <li>▪ Good interpersonal and customer care skills</li> <li>▪ Ability to interpret computerised information and documentation</li> <li>▪ PC literacy <ul style="list-style-type: none"> <li>Basic Microsoft Word or similar</li> <li>Basic Microsoft Excel or similar</li> <li>Email and internet communications</li> </ul> </li> </ul>	√ √ √ √ √ √ √	