



OFFICIAL

Job Profile and Person Specification

Post	Admin Assistant
Reporting Relationship	Technical Services Manager
Grade	Grade 4 £27,747.43 to £29,865.34
Summary of Role	Reporting to the Technical Services Manager, the Admin Assistant will provide administrative support across the Technical Services Team. Key Duties & Responsibilities The main duties and responsibilities of the role are: • To support the team providing service plans for all locations, using information from various web databases, specifically in relation to all utilities, responsible for dealing with meter disconnection/ removal applications • Managing the call out rota for technical and arranging site visits for technicians and engineers • Liaising with GCC Insurance team to update claims • Responsible for Maintaining property databases to reflect changes to the portfolio (including Craig's list), dealing with property repair lines and providing support with ICT/ system queries (including EDRMS) and generating reports from the property system • Responsible for ordering supplies, financial coding and approving quotes. • Responsible for ensuring Health & Safety and risk management procedures are understood and adhered to.

OFFICIAL



OFFICIAL

Job Profile and Person Specification

	ESSENTIAL	DESIRABLE	EVIDENCE
Education, Qualifications & Training		English, Maths & another subject at standard grade (credit level) or equivalent Vocational Qualification	☒ Application Form ☒ Interview ☒ Certificates
Skills & Knowledge	– Basic literacy and numeracy skills. – Good IT skills. – Able to plan and organise own work, coordinating with other team members as necessary. – Able to use resources to respond to customer needs or problems. – Can manage difficult service interactions.	• Awareness of the work of City Property • Has an appreciation of the technical knowledge of the section/service • Can prepare and present management information and reports • Ability to coach and guide team members	☒ Application Form ☒ References ☒ Interview
	– Working knowledge of relevant computer software packages such as Microsoft Office (Word/excel), SAP. – Shows an enthusiastic & positive manner. – Demonstrates a flexible approach to the needs of the business.		

OFFICIAL



OFFICIAL

Job Profile and Person Specification

Competencies	Essential	Desirable	
Personal Effectiveness - Communicating (level 1) Decision Making (level 1)	– Able to listen and communicate clearly and calmly in way that people understand. – Ability to find out what information is needed, get it and make the right decisions based on this. – Knows when to refer to their manager.	• You choose the best way of communicating (such as writing or face-to-face), and use the right words for your audience and situation	☒ App. Form ☒ References ☒ Interview
Providing Excellent Customer Service - Customer Orientation (level 1) Forward Thinking (level 1)	– Treats customers fairly, consistently and provides a professional, polite and high-quality service. – Acts on own initiative to sort out difficult situations or problems by looking at a number of different options	• Sorts out enquiries and problems promptly, keeping customers up to date, • Can go that extra mile to exceed customer expectations.	☒ App. Form ☒ References ☒ Interview
Delivering results – motivation (level 1)	– Keen to do things well and works steadily to meet targets. – Enjoys challenges and works well when time is short or when things are difficult..		☒ App. Form ☒ References ☒ Interview
Managing Change – attitude (level 1)	– Welcomes new ideas and ways of working and is able to see the good that change can bring.	• Able to cope with change and handle situations that are unclear.	

OFFICIAL