



**Lochfield Park**  
Housing Association

## **LOCHFIELD PARK HOUSING ASSOCIATION**

### **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Corporate Service & Finance Assistant
<b>RESPONSIBLE TO:</b>	Office Manager
<b>GRADE:</b>	EVH Grade 5 £31,792 - £35,332
<b>HOURS:</b>	35 hours per week
<b>CONTRACT:</b>	Permanent
<b>LOCATION:</b>	Lochfield Park Housing Association, 37 Drumlanrig Avenue, Easterhouse, Glasgow, G34 0JF

### **JOB PURPOSE**

The Corporate Services and Finance Assistant will provide effective administrative, corporate services and finance support across Lochfield Park Housing Association.

The post holder will support the smooth running of the office, assist with governance, HR administration, training records, tenant communications, website updates, records management, and general administration. The role will also provide finance support, including processing invoices, maintaining financial records, assisting with banking and reconciliations, supporting rent and payment administration, and helping with routine finance tasks.

The post holder will use the Association's key finance, housing, and HR systems, including Homemaster and Sage, to support accurate record keeping, finance administration, HR administration, payroll support, and reporting.

The post holder will work closely with colleagues across the Association and help ensure that services are delivered in a professional, accurate, confidential, and customer-focused way.

### **ACCOUNTABILITY**

The Corporate Services & Finance Assistant is accountable to the Office Manager on a day-to-day basis and, ultimately, to the Director through the Association's management structure. The postholder will work within the Association's policies, procedures and delegated authorities and may be required to attend meetings or training outwith normal office hours were reasonably necessary.

#### **1. Customer service and general administration**

- Provide a helpful and professional first point of contact for tenants, customers, contractors, suppliers, committee members, and visitors.
- Respond to telephone, email, face-to-face and written enquiries, passing matters to the correct person where required.

- Provide general administrative support across the Association, including filing, scanning, photocopying, word processing, mail handling and record keeping.
- Support the smooth day-to-day running of the office and help maintain efficient office systems.
- Maintain accurate records and ensure information is stored securely and in line with data protection requirements.

## **2. Corporate services support**

- Assist with the administration of corporate records, policies, procedures, and registers.
- Support the preparation and distribution of meeting papers, agendas and minutes where required.
- Assist with the administration of Management Committee and tenant participation events.
- Help maintain office supplies, stationery, equipment, and service contract records.
- Assist with the monitoring of shared inboxes and ensure enquiries are passed on or responded to within agreed timescales.

## **3. Website, communications, and tenant engagement**

- Maintain and update the Association's website, ensuring information is accurate, up to date, accessible and easy for tenants and customers to understand.
- Upload news items, tenant updates, policy information, publications, forms, and other documents to the website as required.
- Support the preparation and issue of tenant communications, including newsletters, letters, emails, text messages, website updates, and social media posts.
- Help ensure tenant communications are clear, timely, professional, and consistent with the Association's agreed style and values.
- Assist with promoting tenant consultation, participation events, surveys, and feedback opportunities.
- Maintain records of tenant communication activity, including consultation responses, surveys, website updates, and communication logs where required.
- Support the production of tenant-facing information, including leaflets, posters, annual reports, service updates, and performance information.
- Monitor shared communication channels, including website enquiries, social media messages, and general email inboxes, ensuring queries are passed to the correct team or responded to within agreed timescales.
- Work with colleagues to ensure tenants are kept informed about repairs, planned maintenance, office closures, service changes, events, and key Association updates.
- Support the Association's approach to digital inclusion by helping ensure information is available in different formats where required.

## **4. Governance and compliance**

- Assist with maintaining key governance records, including registers, policies, declarations, and training records.
- Support the organisation and administration of meetings, including room bookings, papers, attendance records, and follow-up actions.
- Assist with compliance administration, including health and safety records, insurance information, GDPR records and other corporate returns where required.

- Support the Association's commitment to good governance, openness, accountability, and continuous improvement.

## **5. Human resources and training administration**

- Assist with recruitment administration, including issuing application packs, arranging interviews, and maintaining recruitment records.
- Use the Association's HR and payroll systems, including Sage where required, to support accurate staff records, payroll administration, expenses, leave records, training records, and other HR information.
- Assist with maintaining accurate and confidential staff information within Sage and any other HR systems used by the Association.
- Support routine payroll and HR administration by preparing information for checking and approval by the appropriate officer.
- Support the administration of staff training, including bookings, attendance records, evaluations, and training plans.
- Maintain accurate records for annual leave, sickness, TOIL, and staff development where required.
- Assist with staff communications and internal events.
- Maintain confidentiality at all times when dealing with staff, committee, tenants, or organisational information.

## **6. Finance administration**

- Use the Association's finance and housing system, Homemaster, to process and record routine finance transactions, including supplier invoices, purchase ledger information, rent account transactions, adjustments and financial records where required.
- Process, code and record supplier invoices accurately on Homemaster or any other finance system used by the Association.
- Assist with preparing payments for approval, ensuring supporting documentation is complete.
- Help maintain purchase ledger records and supplier information.
- Assist with bank reconciliations, cashbook entries and filing of supporting paperwork.
- Support reconciliations between Homemaster records, bank statements, purchase ledger balances, rent accounts, and other finance records as required.
- Support the processing and reconciliation of rental income, payments and adjustments where required.
- Assist with petty cash, staff expenses, and other routine finance transactions.
- Assist with the preparation of reports and information from Homemaster to support finance monitoring, audit preparation, rent accounting, factoring, recharges, and management reporting.
- Support the preparation of year-end records, audit information, and finance files.

## **7. Rent, factoring, and recharge support**

- Assist with the processing of rent payments, tenant account transactions, and related records.
- Support the preparation and issue of recharge invoices, factoring invoices and related correspondence where required.

- Assist with maintaining accurate records of payments, arrears, adjustments, and follow-up action.
- Liaise with Housing Services and other colleagues to ensure tenant and owner account information is accurate and up to date.

### **8. ICT and office systems support**

- Provide basic administrative support for office systems, telephony, photocopiers, and equipment.
- Log ICT issues and liaise with external support providers where required.
- Assist with maintaining system records, user information, and equipment logs.
- Support colleagues with basic office system queries where appropriate.

### **9. Other duties**

- Attend training, meetings and events as required.
- Work flexibly to support colleagues across the Association.
- Follow all Association policies and procedures, including health and safety, equality and diversity, data protection, and confidentiality.
- Contribute to a positive, respectful, and supportive working environment.
- Carry out any other reasonable duties appropriate to the post as required by the line manager or senior management.

### **General responsibilities**

- Work in line with Lochfield Park Housing Association's aims, values, and policies.
- Provide a high standard of customer service.
- Treat tenants, customers, colleagues, committee members, and partners with respect.
- Maintain confidentiality and handle information responsibly.
- Take responsibility for the accuracy and quality of their own work.
- Work positively as part of a small team.
- Support continuous improvement across the Association.

### **REVIEW**

This job description and person specification summarises the main duties and requirements of the post and may be reviewed to reflect changes in service needs, legislation, or organisational priorities.



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## LOCHFIELD PARK HOUSING ASSOCIATION

### PERSON SPECIFICATION

**Job Title: Corporate Service & Finance Assistant**

Requirement	Essential	Desirable
<b>1. Qualifications and Knowledge</b>		
Standard Grade (or equivalent) passes including English and Maths	x	
A relevant qualification – HNC/HND		x
Evidence of continued professional development in related areas	x	
<b>2. Experience</b>		
Previous experience within a Registered Social Landlord, local authority, or relevant business		x
Experience of accounts payable / receivable transaction processing, including electronic payments		x
Experience of SAGE, Homemaster (finance system used by the Association) or similar finance software		x
<b>3. Skills and Abilities</b>		
Proficient user of Microsoft Office packages, IT information systems and databases, excel	x	
Experience of a highly customer focused environment & working with customers to shape service delivery	x	
Experience of delivering objectives / tasks within timescales and to a high standard	x	
Experience of working under pressure and coordinating / prioritising a varied workload to meet deadlines and timescales	x	
Experience of administration, processing and record keeping	x	
Excellent attention to detail and high degree of accuracy	x	
Experience of website development, social media, and other communication platforms		x
Knowledge of governance legislation (governance & data protection)		x

Requirement	Essential	Desirable
<b>4. Personal Qualities and Other Requirements</b>		
Excellent customer care and communication skills	<b>x</b>	
Takes ownership / accountability for decisions and actions and is solution focused	<b>x</b>	
Ability to exercise good judgement based on information from a range of sources	<b>x</b>	
Willingness to work flexibly to meet organisational needs and targets (including some work meetings outside normal hours when required)	<b>x</b>	
Full UK driving licence and access to a vehicle for work purposes where required by the Association.		<b>x</b>

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