

JOB DESCRIPTION

Job Title	Applications Administrator
Department:	Business Resource Centre
Responsible to:	BRC Manager
Location:	NVAC Mansfield Road, Nottingham
Hours:	37.5 hours per week
Salary:	£18,000 per annum

Job Purpose

- To assist in the smooth and efficient administration of Nottinghamshire YMCA's Business Resource Centre (BRC) by providing a high quality administration and reception service
- To be responsible for answering the phone switchboard and providing a professional and friendly service for all our customers
- To support the development of an organisational culture that puts our Christian Core Values - Caring, Honesty, Respect and Responsibility - at the centre of all we do.

Principal Responsibilities

1. To answer Nottinghamshire YMCA's busy telephone switchboard and deal with calls appropriately, including screening calls for managers, forwarding calls and/or answering telephone enquiries from both internal and external customers.
2. To provide high quality customer service over the telephone, electronically and face to face.
3. To process all Housing applications, book assessment appointments and manage the assessment calendar.
4. To assist staff with administrative duties including but not limited to Housing projects, Children's Services Holiday Camp and Out of School bookings, Newark and Sherwood Activity Village bookings, scanning, photocopying, taking messages, filing, taking payments, ordering stationery, booking appointments, booking and arranging meeting rooms.
5. To handle day to day correspondence, e-mail and telephone calls including sending out letters, e-mails and other information.
6. To assist in the monitoring and collection of rents.
7. To input customer data and ensure accurate and efficient data management of client databases.
8. To use the on line housing system to monitor and update residents information and provide reports if requested.
9. To take responsibility for sorting and distributing incoming mail and prepare outgoing mail, including the co-ordination of large mail-outs when required.
10. To train and support colleagues, temporary workers, apprentices and trainees to ensure their proficiency in administrative duties.

Responsibilities for all YMCA staff and managers

1 Ambassador for the YMCA

To act as an advocate and ambassador of the YMCA; promoting and exemplifying the YMCA's core values, mission, vision, and ethos and to positively and proactively protect the YMCA's reputation

2 Other Duties

To undertake any other specific duties and responsibilities as may be assigned by the immediate Line Manager or anyone else designated by the Chief Executive Officer, as necessary. To work in a flexible way to ensure that the workload is completed and to undertake any other jobs commensurate with the seniority of the post

3 Discretion to Act

To exercise discretion in the performance of the duties of the post and to use best practice commensurate with the safety of clients and colleagues, and the effective and efficient use of resources.

Nothing in this Job Description is intended to authorise the post-holder to undertake responsibilities that belong properly to trustees and members of the Executive Management Team unless properly authorised to do so by the Chief Executive directly or through an appropriate Manager.

4 Relationships

To establish, maintain and enhance team-working with colleagues and staff of Nottinghamshire YMCA and to keep confidential all information about individuals and the business of Nottinghamshire YMCA. Any breach of confidentiality is extremely serious and may lead to dismissal

5 Personal Development

To play an active role in the development and implementation of your development.

6 Association Ethos

To support the Christian aims, objectives, ethos and core values of the Association. The Association is committed to equality of opportunity in recruitment, employment and service delivery and expects all staff to abide by our Equality and Diversity Policy.

7 Health and Safety

To adhere to the Association's Health and Safety policies at all times.

Line Management Responsibility:

No line management responsibilities but the post holder will be expected to supervise work experience placements, casual workers, trainees etc as required

PERSON SPECIFICATION

Please ensure that you address all the requirements marked with an “A” in the final column as we will be looking for this information when Shortlisting.

Job Title: Administrator / Receptionist

Area	Criteria	How Assessed*
Experience	1.1 Excellent customer service experience including dealing with enquiries and complaints face to face, in writing and over the telephone.	A,I
	1.2 Previous experience in a busy receptionist role. Experience within a social housing / Housing Benefit environment would be particularly beneficial.	A,I
	1.3 Previous experience of providing high quality administration in an office environment.	A, I
	1.4 Experience of using a range of computer software packages.	A,I,T
	1.5 Previous experience of working with vulnerable client groups (desirable).	A,I,T
	1.6 Cash handling experience.	A,I
Education/ Training /	2.1 Good level of education (literacy and numeracy).	A,I,T
Skills & Abilities	3.1 Ability to work quickly with a high degree of accuracy.	A,I,T
	3.2 Ability to handle stressful situations and possible conflict.	I
	3.3 Ability to handle interruptions professionally and maintain concentration.	I
	3.4 Ability to demonstrate exceptional communication skills verbally and in writing.	A,I, T
	3.5 Ability to work as part of a team while also able to work with minimum supervision.	A,I
	3.6 Ability to demonstrate excellent organisational, administrative and time management skills.	I,T
	3.7 Ability to manage own workload and prioritise accordingly.	A,I
	3.8 Ability to understand and work effectively with a diverse customer base.	A,I
	3.9 Excellent IT skills and the ability to pick up new software packages with ease.	A,I
	4.1 Ability to support the Christian core values of the Association.	I

Other work related requirements	4.2 Willingness to undergo a satisfactory enhanced DBS check and to register with the DBS Update Service OR hold a satisfactory enhanced DBS check for the correct workforce <u>plus</u> existing registration for the DBS Update Service if required	A, D
	4.3 Ability to work flexibly to provide cover for other members of the team as required.	A, I

***When Assessed** – (A) on Application form, (I) At Interview, (T) During Test, (D) From Documentary evidence e.g. references, qualifications (relevant qualifications will be checked at the interview stage), driving license etc

Nottinghamshire YMCA is committed to promoting diversity and practicing equality of opportunity

Nottinghamshire YMCA is committed to the protection of children and vulnerable adults