



Job Description

Job Title:	Finance & Corporate Services Assistant
Department:	Finance & Corporate Services
Normal Work Location:	2 Meiklehill Road, Hillhead, Kirkintilloch G66 2LA
Reports to:	Head of Corporate Services
Responsible for:	n/a
EVH Grade & Salary Point	EVH Grade 6 (PA17 – PA20)

PURPOSE AND SCOPE

Provide effective and enthusiastic support across a wide range of the Association's customer facing activities. Support the governance and assurance arrangements within the Association.

MAIN OBJECTIVES

- Be an effective and proactive member of the Finance & Corporate Services Team, ensuring first class customer service to both external and internal customers.
- Provide practical and administrative support to our tenant engagement activities.
- Provide excellent administrative support to our governance structures, including meeting preparation, minute taking and training support.
- Work alongside managers to devise and deliver effective communications with tenants and other customers.

ACTIVITIES

Customer Service

- Deal with, and where possible, conclude telephone and email enquiries from tenants at the first contact.
- Support our front desk staff to provide reception services for the Association.
- Respond positively and appropriately to customer complaints
- Ensure that all rent payments are posted to accounts timeously and accurately, including bulk payments from DWP & EDC.
- Input invoices on computerised system and pass to appropriate staff member for authorisation
- Provide administrative support to our Property Services Section as required

Governance Support

- Attend Management Committee meetings and produce clear and concise minutes.
- Collate and issue papers for Committee meetings.
- Provide assistance to minute sub-committee meetings where required.
- Assist in the organisation of Annual General Meetings.
- Ensure that the Committee room is well presented and prepared for all meetings.
- Maintain Management Committee training records
- Provide support to Management Committee members in accessing online and other training.
- Support managers to maintain up to date records in our Assurance matrix within the Committee portal.

Tenant Engagement Support

- Assist managers in delivering the aims and objectives of the Tenant Participation Strategy.
- Provide administrative support to any tenants groups as required.
- Support the Head of Housing Services to run the activities of the Customer Care Group.

Communications

- Participate fully in the Association's internal Communications Working Group.
- Devise and deliver themed communications activities across the range of the Association's communication methods.
- Ensure that high standards are maintained in written and verbal communications with the Association's clients, its publications and its contacts with other agencies and members of the public.
- Support the Head of Corporate Services to produce the Association's newsletters.
- Support managers to produce the Association's Annual Report.
- Have oversight of the Association's website ensuring that it is up to date, accessible and engaging.

Other Duties

- Commit to continuing professional development and maintain up to date knowledge in all aspects of the role.
- Comply with all health and safety requirements and support other staff to do so.
- Adhere to GDPR requirements.
- Attend meetings and training sessions as required.
- Carry out any other duties as requested by the Director or Head of Corporate Services.