

## ROLE PROFILE AND PERSON SPECIFICATION

**Company Name:** Ealing Council (Acton Housing Hub)

**Address:** Acton Town Hall, High Street, Acton, W3 6NE

**Employer Description:** Local Authority



**Hours of Work:** 35 hours per week – 09:00 -17:00 Monday – Friday, with a 1-hour lunch break

**Annual Holiday Entitlement:** 24 days paid holiday per year plus 3 additional days (to cover Christmas and New Year)

**Level 2:** Learning agreement of 12months

**Training allowance (Pay) annual amount:** is £12,931.10\*

*\*Please note this is made up of two different rates. Your first 6 months is £6.00 an hour. Your final 6 months is at the higher rate National minimum wage (NMW) currently £8.21.*

**Position Title:** Receptionist/Administrator Apprentice (Acton Housing Hub)

**Age:** 16 and over

Acton Housing Hub is a new local housing hub set up to deliver services to Acton residents at a local level. The team will be responsible for providing a holistic housing management service and working with local community groups to jointly improve services to residents. The team are looking for a receptionist administrator who will be the first point of contact for the Acton Housing Hub, providing high quality customer service and administrative support to deliver the service.

Responsibilities include:

- Front line reception duties
- Meeting & greeting personal callers
- Answering and making telephone calls, taking messages and dealing with queries.
- Electronic filing, scanning, photocopying and archiving.
- Updating spreadsheets and writing letters as directed.
- Sending and receiving emails on behalf of the department.
- Producing basic documents using Word, PowerPoint and Excel.
- Using mail merge to create and send mail shots.
- Assisting to organise and attend events.
- Assisting in setting up meetings and events, meeting rooms, equipment and refreshments.
- Opening, sorting and distributing the mail on behalf of the department.
- Helping to carry out surveys with residents.
- Providing ongoing support to the onsite team members
- Any other basic administrator duties

***An ability to complete a complex and demanding learning programme with external examinations is a requirement for Ealing Council vacancies***

**Skills and Abilities required:**

- Able to deal with customer enquiries and requests face to face, by telephone and in writing.
- An interest in tenancy management and community related projects.
- Able to understand the importance of confidentiality within the workplace.
- Able to deal professionally with the public in all forms of communication.
- Able to deal with difficult situations, seeking assistance where necessary.
- Able to deal with complex, challenging and sensitive work.
- Able to follow instructions and work to deadlines

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- Good communication skills with a good standard of grammar and spelling.
- Accurate with excellent attention to detail.
- Good knowledge of Microsoft office (specifically Word, Excel and PowerPoint) and the Internet.
- Able to work flexibly as part of a team, asking for and giving support as needed.
- Able to use initiative and learn to prioritise own workload.
- Aware of equality and diversity and health and safety.
- Able to understand the importance of being punctual and the impact that sickness absence has on the effectiveness of the team

**This position requires an Enhanced Vetting**