



JOB INFORMATION PACK FOR THE POST OF OFFICE SUPPORT WORKER

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Bexley Churches Housing Association Ltd

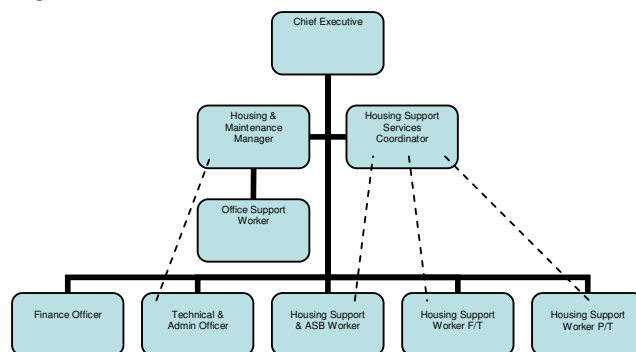
Job Description

Job title: **Office Support Worker**

Responsible to: Housing & Maintenance Manager

Responsible for: No one

Management structure:



Main purpose of the job:

To provide administrative support for Housing Management, Housing Support & Finance.

Key tasks:

1. Cover reception, dealing with enquires from tenants & clients that ring and/or call into the office. If necessary, take messages for others and ensure those messages are passed on & responded to.
2. Ensure the office cleaner maintains a high standard of cleanliness
3. When in the office, be responsible for the incoming and outgoing post.
4. Ensure all incoming money is recorded in the records and deposited in the office safe. At least once a week, assist with the banking of all money.
5. Be responsible for the office filing systems, working with the other staff to ensure the creation of effective systems and their subsequent maintenance.
6. Ensure the Association's archives are kept up to date & catalogued; out of date papers are disposed of correctly and those papers that are not needed on an every day basis are archived accordingly.

7. Carry out telephone satisfaction surveys of tenants and clients as directed.
8. Help to plan the tenants' and Housing Support clients' bi-annual forum meetings.
9. Assist the Housing & Maintenance Manager with administrative duties as directed.
10. Help the Housing Support Team with their administrative work as directed.
11. Carry out any other work that is commensurate with the job.

PERSON SPECIFICATION – OFFICE SUPPORT WORKER

ESSENTIAL CRITERIA

Knowledge & Experience

Good working knowledge of Microsoft Word, Excel and Outlook

At least 6 months experience in working in a busy office environment, where dealing with members of the public

Qualifications and Skills

Educated to the equivalent GCSE level C grades

Skilled in accurate and fast data entry

Excellent communication skills, both written and verbal

Good numeracy and literacy skills

Good computer literacy skills

Good inter-personal skills

Personal

Proven ability to work flexibly as part of a small team

Ability to work autonomously

Self starter

Commitment to the values, aims and objectives of BECHA

Knowledge of and commitment to Diversity

DESIRABLE CRITERIA

Knowledge of other software packages

Experience of delivering a customer orientated service

Educated to A level, or equivalent standard



BEXLEY CHURCHES HOUSING ASSOCIATION

Background Information for Candidates

BECHA was formed in 1965 by members of the local churches who recognised the need for affordable rented housing in the area. BECHA has grown slowly but steadily over the years since its inception, and is now well established locally as part of the voluntary community. The Association now has 137 homes in the London Borough of Bexley. BECHA also operates a housing support scheme and a move-on scheme for people with mental health issues.

The housing support scheme first started in 2002 when we were allocated grant to develop a floating support scheme to enable people with mental health problems to live independently in the community. Since then it has expanded whereby we provide a housing related support service to residents of the borough including those with low level mental health issues, offenders, substance mis-users, victims & perpetrators of anti-social behaviour and vulnerable households. We also provide a housing advisory service to offenders, which is based at the Probation Office in Bexleyheath.

The Association is continuing to seek ways of developing new homes and services for those in housing need, as we believe that we have something unique to offer the local community. We are a customer focussed community organisation that is continually looking to improve the way our services are delivered.

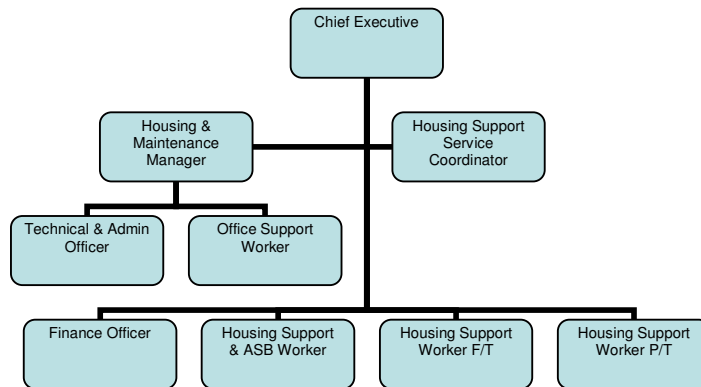
Given the constantly changing environment in which we work and the wealth of new government initiatives, the Association is facing an exciting and challenging period ahead.

The Association's success over the past forty plus years has been as a direct result of the commitment, dedication and enthusiasm shown by the Board and staff, united in their aim to provide high quality housing services to the local community. The staff and Board members have a 'shared vision' that BECHA should be meeting a range of housing needs by providing both high quality affordable homes and a caring, responsive service to existing and future tenants of the Association and residents in the Borough. We believe that our main strength lies both in this commitment and in our positive relationship with our tenants and clients, without whom we would not have a future.

BECHA is managed by an elected voluntary Board, all of whom give their time without receiving benefit or payment. The Chief Executive and the rest of the staff team are responsible for the day to day management of the Association and their enthusiasm and commitment are integral to the success of the Association.

BECHA is registered with charitable rules under the Industrial and Provident Societies Act and is registered with the Housing Corporation as a Registered Social Landlord. The Association is also a member of the National Housing Federation.

Staff Structure



BECHA's goal

To be a landlord of choice with innovative quality services that are required by all those we serve, in order to support the local community within which we work.

BECHA's Corporate Values

Bexley Churches Housing Association:

- Provides a responsive, caring, high quality service to all our tenants and customers
- Employs a friendly well informed staff who provide a personal individual service
- Is empathic and supportive of tenants
- Is a local association that understands and meets the needs of the local community
- Values and respects individuals
- Promotes equality and recognises diversity

BECHA's Key Objectives

In order to meet its goal, Bexley Churches Housing Association will:

- Provide high quality housing management related services that tenants and customers want to receive, by consulting with them
- To improve tenant participation within the organisation
- Expand the Housing Support Scheme
- Maintain decent homes
- Seek to continue to develop new homes to a high standard, in partnership with others
- Be an employer where staff are happy to be and are dedicated to the needs of the local community
- Remain independent and financially viable



Why would you want to work for BECHA?

- We are always seeking to develop new services and improve our existing services.
- We are forward thinking and willing to try new ways of working.
- We respect and value our staff, tenants, clients and contractors – we listen and acknowledge their views, comments and feelings.
- We are warm, open and approachable in the way we work both internally and externally.
- We work as a team, in a flexible and responsive way.
- You will have an opportunity to develop a wide range of skills and experience
- There is a real opportunity to instigate change and influence things. You really can make a difference!!
- In a small organisation like BECHA there is nowhere to hide – you have to stand and be counted.....because you count!

You will be:

- Customer focussed
- Warm and approachable, with a sense of humour
- Dynamic and creative
- A team player
- Someone who wants to make a difference
- Honest and hard working

BEXLEY CHURCHES HOUSING ASSOCIATION

POST APPLIED FOR:

SECTION 1 – PERSONAL DETAILS	
Surname:	Title (Mr/Mrs/Ms etc):
First Names:	
Address:	
Post Code:	
Date of Birth:	Age:
Home Telephone No:	Work Telephone No:
E-mail:	May we contact you at work?
SECTION 2- MISCELLANEOUS	
Do you hold a current driving licence? YES / NO (please circle as applicable)	
Do you own or have use of a car? YES / NO (please circle as applicable)	
Do you require a work permit to work in the UK? YES / NO (please circle as applicable)	
Number of days absent through illness in the last 2 years?	
Do you have any health problem or disability of which we should be aware? If so, please give details:	
SECTION 3 – EMPLOYMENT RECORD	
Present/Most Recent Employer	
Dates employed:	Job Title:
Employer's Name and Address:	
Main Duties and Responsibilities:	
Reasons for leaving:	
Salary/Benefits:	Notice required by current employer:

Previous Employers	<i>(Please list all previous employers)</i>		
Dates Employed	Employer	Position Held and Main Duties	Reason for leaving

SECTION 4 – EDUCATION/TRAINING		
Education <i>(Qualifications obtained and those currently being pursued)</i>		
Dates Awarded	Institution	Qualification
Training <i>(Work related courses)</i>		
Date & Duration	Course Title & Subjects Covered	Training Organisation

SECTION 5 – RELEVANT EXPERIENCE AND SKILLS

Please refer carefully to the job description and personnel specification when completing this section. Please indicate how you satisfy each aspect of the Personnel Specification drawing on your personal and work experience, education, training and interests. Continue on a separate sheet if necessary.

SECTION 6 – REFERENCES	
Please give the name, address and telephone number of two referees, one of whom should be your current employer.	
(1) Name	Position
Address	
Post Code	
Telephone No	
May this referee be contacted before interview?	
(2) Name	Position
Address	
Post Code	
Telephone No	
May this referee be contacted before interview?	

SECTION 7 – CERTIFICATION
Where did you see the advertisement for this job?
If you are related to any Member of the Board of Bexley Churches Housing Association, please give details.
Important. <i>Canvassing of Association Members directly or indirectly in connection with any appointment shall disqualify the candidate.</i>
Return this form marked PRIVATE AND CONFIDENTIAL to: The Chief Executive Bexley Churches Housing Association 209 Bexley Road Northumberland Heath Erith Kent DA8 3EU By: 7 December 2008
I declare that the information contained in this application is complete and correct.
Signature:
Date:

