

**JOB PROFILE:** PSL Administrative Assistant

**RESPONSIBLE TO:** PSL and Tenancy Sustainment Manager

**RESPONSIBLE FOR:** Nil Staff

**PURPOSE:**

To provide general administrative support to the PSL and Tenancy Sustainment Manager, including but not limited to, work relating to Private Sector Leasehold and Housing Management activities.

To provide the highest standard of customer care to Teign Housing’s tenants and customers.

To ensure that all activities undertaken are carried out to the highest standards of integrity and professionalism in accordance with Teign Housing’s policies and procedures.

**KEY ACHIEVEMENT AREAS:**

1. Focussing on a high-quality service provision for prospective tenants and customers as part of our Private Sector Leasehold contract, that demonstrates value for money whilst ensuring that services, information, support, and advice are supplied in ways that meet customers and the needs of the business.

2. Assist with ensuring the organisation maintains up-to-date and relevant data on PSL properties.

3. Assist with all aspects of invoicing and liaison with contractors to ensure works are carried out in a timely manner

4. Monitoring and review of action and delivery plans to ensure delivery of agreed objectives and targets.

5. Assist with reports relating to action and delivery plans, changes in legislation, and good practice matters.

6. Manage queries from customers, colleagues, or other external companies or organisations diligently and professionally.

7. Raise orders and process invoices.

8. Meeting administration - organise, attend, record, and distribute minutes.

9. Support the development of information software/systems.

10. Ensure that Teign’s Equality & Diversity Strategy is fully and always implemented, demonstrating commitment to diversity and inclusion in all aspects of the team’s work.

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| No job profile can cover every issue, which may arise within the post at various times and the jobholder is expected to carry out other duties requested from time to time. |

Signed by Post Holder: …………………………………………………………………..

Print Name:………….…………………………………………………………………..

Date: …………………………………………………………………………………………