

19 July 2010

Dear Applicant

**Re: Post of PT Admin Assistant Capital Projects Team,
Nook Street, Workington.**

Thank you for your interest in the above post, I enclose the following:

- application form
- diversity monitoring form
- job description
- person specification
- terms and conditions of service
- diversity policy
- guidance notes
- information about the team
- copy of the advertisement
- information about the Association

The closing date for applications is **Wednesday 11th August 2010 at 9.30 a.m.** and interviews will be held on **Monday 23rd August 2010.** In line with **Postal charges which now apply to the size and weight of letters e.g. large letters (A4), please ensure that you have the correct postage paid, failure to do this may result in us receiving your application late, as the post office will not deliver until we have paid the under paid postage and a surcharge of £1.30. If your application is received late then we will not be able to consider it.**

Please note that all applicants invited for interview will be notified by Thursday 19th August 2010. To keep costs down, we are unable to respond to those applicants who are not selected for interview, therefore, if you have not heard from us by this date, then, unfortunately, your application has been unsuccessful.

Impact aims to promote equality of opportunity for all with the right mix of talent, skills and potential. We welcome applications from diverse candidates.

We wish to point out that the application form will be assessed during the shortlisting stage as to how far it meets the items outlined in the person specification. We have included a code on the person specification to indicate how we will be assessing each of the attributes required. Please bear this in mind when completing your application form to highlight how your experience/knowledge/skills meets the requirements outlined.

We would be grateful if you would complete and return the diversity monitoring form with your application form.

Yours sincerely

Julie Canfield/Catherine Oliver
ADMIN ASSISTANT (HUMAN RESOURCES)
Encs.



- **More than just a Landlord**

**PART-TIME ADMIN ASSISTANT
CAPITAL PROJECTS TEAM
BASED AT HEAD OFFICE, WORKINGTON**

**15 HOURS PER WEEK (3 HOURS PER DAY)
(Monday to Friday – Mornings – exact times to be agreed)
SALARY - £6,522 p.a. - £8,109 p.a. (15 hours per week)**

Do you have?

- Excellent admin/office based skills.
- A good knowledge of Microsoft Office Software, particularly Word and Excel, are competent in the use of databases & spreadsheets and have excellent word processing skills.
- The ability to work as part of a team as well as on your own initiative.
- Excellent communication and interpersonal skills.
- An understanding of and commitment to Equal Opportunities/Diversity.

If you answered yes to all these questions and like challenge and variety at work then you could be the person to fill our vacancy.

In return we offer 8 weeks annual leave (including Bank Holidays), a generous final salary pension scheme, childcare vouchers, Cycle to Work and healthcare schemes.

To find out more about this position and Impact Housing Association please download an application pack online at www.impacthousing.org.uk Alternatively contact Julie Canfield/Catherine Oliver, telephone 01900 842145 (24 hour answer machine) or E-mail: vacancies@impacthousing.org.uk

Closing Date : Wednesday 11th August 2010 at 9.30 a.m.

Interviews : Monday 23rd August 2010

Please note CVs alone will not be considered.
Impact operates as a charity



We particularly welcome applications from ethnic minority groups and people with disabilities as they are currently under-represented within the organisation.

Type Talk is available on 18001 – 01900 842100. We can provide information in other formats. Please – just ask.



JOB DESCRIPTION

Job Title : PART-TIME ADMIN. ASSISTANT
(CAPITAL PROJECTS TEAM)

Scale: scp 13-25*

Responsible to: Capital Projects Manager

Based at: Nook Street, Workington.

(*The Admin Assistant Grade contains the points set out above, but is subject to a salary bar at scp 21. Progression beyond the bar will depend on the level of duties and responsibilities being undertaken.)

Overall Aim of the Post:

To provide administrative support to the Capital Projects Team and to act as initial point of contact for customers/callers on the telephone.

Principal Duties and Responsibilities:

1. Providing all secretarial and administrative support to the team, i.e. word processing, scanning, maintaining drawing registers, arranging and servicing meetings etc.
2. Developing the information to be given to both the Asset Management and Housing Management teams at property handover to cover all aspects of future servicing and maintenance.
3. Administering and managing the defects liability period for development schemes.
4. Creating and maintaining both manual and computerised filing systems for the team, including audit check lists.
5. Creating and maintaining spreadsheets and databases for the team as required.
6. Maintaining up-to-date records of Consultants' Professional Indemnity (P.I.) insurances.

7. Maintaining up to date records regarding staff documents for car insurance and team health & safety register.
8. Processing invoices
9. Assisting in the preparation of reports, collating information as required, i.e. defect trend analysis, tenant satisfaction surveys etc.
10. Logging complaints to the relevant manual and I.T. systems, i.e. IBS Contact Management System.
11. Preparing weekly and monthly progress reports as necessary, e.g. development overview, weekly update for solicitors etc.
12. Dealing with the incoming and outgoing mail.
13. Organising office supplies, including stationery and protective equipment etc, as required.
14. Attending and servicing meetings as required including compiling and distributing papers, taking minutes, producing and circulating minutes.
15. Administering the tenant choices and furniture packages schemes as required.
16. Taking a full and positive role in training courses as and when required.
17. Undertaking all duties in accordance with Impact's Diversity Policy, Health and Safety Policy and all other relevant policies and procedures.
18. Any other duties as are reasonably requested by the Capital Projects Manager.

July 2010

**PERSON SPECIFICATION
PART-TIME ADMIN ASSISTANT
CAPITAL PROJECTS TEAM
HEAD OFFICE, WORKINGTON**



Attributes	Essential		Desirable	
Experience	1. Admin/office based skills. 2. Word Processing. 3. Experience of working with computer programs i.e Word, Excel 4. Competent in use of databases & spreadsheets, including creation and maintenance.	A,I A,I, IE A,I, IE A,I, IE	1. Dealing with telephone enquiries.	A, I
Qualifications	5. Competent level of literacy and numeracy.	A	2. Educated to GCSE level or equivalent in English & Maths. 3. Spreadsheet qualification e.g. CLAIT, ECDL 4. NVQ Levels 2/3 in Administration or equivalent 5. RSA II (Parts 1 & 2) – Word Processing/Typing.	A A A A
Practical & Intellectual Skills	6. Ability to work on own initiative. 7. Ability to work as part of a team. 8. Excellent communication skills. 9. Ability to organise own workload. 10. Recognise the importance of attention to detail. 11. Good customer care skills. 12. Assisting in presentation of reports.	A, I A, I A, I A, I I, IE I A, I, IE	6. Knowledge of current health & safety legislation. 7. Ability to work with Community Groups	A, I I

	13. Ability to develop information in all formats for use by colleagues, residents etc.	A, I, IE		
Disposition	14. Ability to work under pressure. 15. Approachable & friendly. 16. Be committed to confidentiality. 17. Resilient & patient. 18. Flexible.	I I I I I		
Diversity	19. A commitment to diversity.	A, I		

Key

- A** – Assessed from Application Form
I - Assessed during the Interview
IE - Interview Enhancement

July 2010



The Development Team

The Development Team is a new team created following an internal restructure and is part of the Community Investment Directorate. The Team consists of the Capital Projects Manager, 2 Development Officers, one responsible for technical aspects of the service; the second responsible for the delivery of all aspects of the capital development programme and admin support.

The Team will deliver a range of diverse projects including, new build, refurbishment and purchasing existing properties for all sectors of the community, mainly throughout Cumbria

Current projects for 2010 include:

- Development of a new Foyer in Kendal, which includes 14 x 1 bed flats and Foyer facilities
- A new build development in Carnforth of 10 general housing properties
- A number of supported housing schemes in various locations

July 2010.