# Job Capsule Supplementary Information: Administrative Officer

**This supplementary information for Administrative Officer is for guidance and must be used in conjunction with the Job Capsule for Job Family: Housing Management Zone 2 Level 2**

**Camden Way Category 2**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose**

Estate Management plays a significant role in Housing Management’s ambitions for creating and maintaining a safe community/estate to support the health and wellbeing of residents. The Caretaking role in particular, supports this by providing a visible presence and trusted service in the delivery of a flexible, responsive high quality caretaking service on our housing estates and the small number of street properties who receive this provision. Ensuring a high standard of cleanliness to internal elements of residential buildings in addition to the external areas within the parameters of an estate.

The service also involves a wide and varied range of responsibilities that include supporting the Council’s fire safety programme by keeping communal areas free from hazards by arranging their removal from site.

The purpose of the role is to assist the Caretaker Support Manager and colleagues to provide a high quality support service for the Caretaking function, being central point of contact for the Caretaking team, developing processes and providing a wide range of administrative support.

# Example outcomes or objectives that this role will deliver:

* Demonstrate understanding of Estate Management and the role it plays in delivering services to our residents.
* Effectively undertake a range of office administrative processes including scheduling, monitoring, customer service complaints and enquiries, minute taking, record keeping and database management.
* Provide a wide range of administrative support ensuring that monitoring systems are maintained
* To work flexibly, providing administrative support working from multiple settings, when required, to deliver service outcomes.
* To maintain the smooth running of the office in the Caretaking Support Manager’s absence dealing with day-to-day issues, responding to internal and external enquiries and liaising with covering managers.
* Support the service with the fire safety and resident safety operational support needs.
* Undertake accurate data entry using a range of databases and IT systems
* Meet customer needs and deal effectively with customer enquiries via telephone and email
* Provide an excellent level of customer service

# People Management Responsibilities:

N/A

# Relationships;

The post holder will be required to liaise with various teams and services across the Councils Supporting Communities Directorate. Key contacts are likely to include:

Resident safety teams, office suppliers, business support teams, service stakeholders and members of the public. Also a requirement to liaise with trainers and trainees and other external agencies.

# Work Environment:

The post holder will:

* Be office based at 5 Pancras Square. There will be occasional visits to other offices or venues.

# Technical Knowledge and Experience:

* Experience and knowledge of using database systems. Working experience and knowledge of MS office packages including Outlook, Word, and Excel.
* Understanding of confidentiality issues within a service framework and with special reference to the safe management of electronic data.
* Experience of working in a fast passed and quality focused environment.
* Experience of providing high service outputs in a customer led environment.

# Camden Way Five Ways of Working

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

For further information on the Camden Way please visit: <https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>