

JOB DESCRIPTION

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| JOB TITLE: | Administration Assistant |
| REPORTS TO: | Head of Case Management / Team Leader, Kings Hill |

PURPOSE

To provide support to the sales and case management teams, undertaking ad-hoc administrative tasks as required.

SALARY £13,900 pa

Summary of Main Duties

- Shredding
- Photocopying
- Putting case files together
- Post collection / distribution
- Monitoring and allocating email leads
- Supporting colleagues once experienced in role.

KEY RESPONSIBILITIES

People Related Tasks

- Build and maintain effective relationships with all staff as well as new and existing clients
- Answering telephone calls/enquiries or correspondence from clients taking concise messages and passing to the appropriate party
- Liaise with mortgage consultants, appraising them of the progress of specific mortgage cases and providing admin support as required - message taking, photocopying, scanning, filing etc.

Daily Operations

- Work within prescribed procedures and practices
- Input, update and maintain data so that systems and files accurately reflect current status at all times
- Manage diary system to monitor cases and progress and chase as appropriate
- General office duties as required.

KEY SKILLS/COMPETENCIES

Adaptability & Flexibility

- Coping with changing circumstances
- Willingness to undertake Ad Hoc duties as requested by colleagues
- Basic office skills and computer literate

Co-Operation and Teamwork

- Participate as a team member, creating effective and professional working relationships with colleagues
- Co-operate openly and honestly with colleagues and participate in team activities
- Ability to undertake tasks as required and seek additional duties to ensure smooth running of the department
- Assists other team members when necessary

Monitoring and Controlling Progress

- Actively monitor progress of day to day work.
- Provide feedback to line manager of any potential problems

Knowledge of Process

- Undertake any task as required to ensure excellent customer service is maintained
- Make suggestions to improve processes

Communication

- Speak English fluently and clearly
- Write in plain English using correct grammar at all times
- Listen to instructions and pass on information as directed
- Ability to prioritise workload and request additional duties

Planning Own Work

- Establish a course of action for self to accomplish day to day workload
- Is aware of team's priorities, targets and objectives and plans own work accordingly

Customer Service

- Do more than requested – follow up to make sure needs have been met; show pro-activity in offering assistance without being asked.
- Continually look for ways to exceed senior management and customer expectations