

## **Tenancy Management Assistant (PN: 11386A) – Range 2** (This post is within the Business Support job family)

See Job Profile for full duties.

Main duties include:

To provide a range of general administrative duties to support service delivery.

To act as the first point of contact for internal and external customers and provide a professional and welcoming environment at all times

Level A (Developing)	Level B (Practising)	Level C (Accomplished)
<b><u>Requirements at this level:</u></b>	<b><u>Requirements at this level in addition to level 2A:</u></b>	<b><u>Requirements at this level in addition to level 2A and 2B:</u></b>
<b><u>Qualifications</u></b> Level 2 qualification – e.g. A minimum of 5 GCSE's (grades 4-9) including English and Maths, NVQ etc	<b><u>Qualifications</u></b> Completion of role specific training as identified on the HRA training matrix	<b><u>Qualifications</u></b> Working towards Level 3 in Business Administration  Evidence of ongoing continuous professional development
<b><u>Knowledge</u></b> An awareness and understanding of confidentiality and data protection procedures  An awareness of the service area  An awareness of equality, diversity and inclusion	<b><u>Knowledge</u></b> An awareness of policies and legislation relevant to the service  A good understanding of the procedures and practices relevant to the service area and own area of work	<b><u>Knowledge</u></b> An understanding of GDPR legislation and best practice in relation to information sharing

Level A (Developing)	Level B (Practising)	Level C (Accomplished)
<b><u>Requirements at this level:</u></b>	<b><u>Requirements at this level in addition to level 2A:</u></b>	<b><u>Requirements at this level in addition to level 2A and 2B:</u></b>
<b><u>Experience</u></b> Experience of providing administrative support to a team  Experience of undertaking routine data entry with care and accuracy	<b><u>Experience</u></b> Experience of supporting with multiple copies of documents, using photocopier  Experience of dealing with confidential and sensitive data	<b><u>Experience</u></b> Experience of analysing information and considering alternative solutions  Experience of providing a comprehensive administrative and/or customer support service  Experience of updating records on electronic or hard copy filing systems
<b><u>Skills</u></b> Ability to use Microsoft Word, Excel, Teams and Outlook  Effectively exchange basic information, both orally and in writing  Ability to maintain confidentiality at all times	<b><u>Skills</u></b> Ability to organise and prioritise workload to achieve deadlines  Ability to maintain effective computerised and manual filing systems, where care, accuracy, confidentiality and security are important	<b><u>Skills</u></b> Good interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders  Ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to supervisor/line manager for unusual or difficult problems  Ability to input data, where care, accuracy, confidentiality and security are important