

Operations Administrator

Recruitment Pack

Salary	£21,033 - £22,927
Closing Date	10am 14th January 2025
Interviews date	20th January 2025

HOUSING ASSOCIATION



INVESTORS IN PEOPLE™

We invest in people Platinum

We Are Bro Myrddin

Based in the market town of Carmarthen we provide quality affordable homes and housing related services to around 2,000 residents in and around Carmarthen-shire.

We do this through our excellent team of over 30 colleagues who care about our people, listen to them and deliver for them.

Our Vision is...

“To be there for our people.”

We are driven by a desire to continue to be regarded as an Association that;

Care, Listen and Deliver

We do this as both a provider of social, affordable homes and services for our residents and as a provider of safe, secure and rewarding place to work for our staff.



Our Vacancy

Bro Myrddin seek a dynamic and personable individuals to join our ever evolving Operations Team.

A professional individual who thrives on a varied workload and fast paced working environment.

Responsible for processing all initial calls made to the association and for providing administrative support to our Neighbourhood Coaching and Property Services Teams.

You will have a passion for people and the ability to build good working relationships with your colleagues and our residents.

You will work amongst a small yet focused team that consists of 7 individuals in total (including this vacancy).

Please see our [Job Description and Person Specification](#) for more details about this role.



The Package

Your starting salary will be on a scale and will attract annual increments as you familiarise and embed yourself within the role and the Association.

The scale range's from £21,033 - £22,927 for a full time position.

Other key highlights are:

- ✓ 34.5 working hours per week
- ✓ Office hours 8:30 to 16:30 (16:00 on Fridays)
- ✓ 30 days annual leave (excluding bank holiday)
- ✓ Defined Benefit Pension (CARE 1/80th: 11.2% employers cont)
- ✓ Annual cost of living awards (average 2% per annum)
- ✓ Free (paid for) car parking
- ✓ Simplyhealth corporate health plan (Optimise)
- ✓ Staff investment (supported CPD and professional fees)
- ✓ Company sick pay

As well as many others...



Interested...?

You like what you read and think you and us are what we are both looking for then apply via our recruitment portal

<https://www.bromyrdin.co.uk/bro-myrdin/recruitment/>

Want to know more about the role?

Not a problem, give our Operations Team Leader, Emily Stibbs, a ring on 01267 232 714 who will be happy to chat through the role.

Interview process

Interviews will be held at our head office in Carmarthen town. The interview panel will consist of Sam Fell, Operations Manager and Emily Stibbs, Operations Team Leader.



Job Description

Job Title:	Operations Administrator
Department:	Operations
Responsible to:	Operations Team Leader
Responsible for:	N/A
Location:	Association's Head Office, Carmarthen

Objectives of the Post

To provide a professional and customer focused point of contact for our residents, partners and stakeholders. This is a diverse and challenging role which will require individuals with a commitment to Customer Service to provide the following services:

Day to day tasks

- To answer and accurately record all contacts whether in person, in writing or on the telephone from residents, partners or stakeholders.
- To carry out Telephone Repair Surveys.
- To provide general housing, tenancy and maintenance advice to residents.
- To investigate complaints about the Associations services.
- To raise maintenance orders and inspection requests.
- To answer rent enquiries, provide advice and to record and receipt payments.
- To respond to Housing Benefit enquiries and related advice.
- To chase repairs recharges.
- To make recommendations on service improvements as a result of complaints.
- To signpost residents to appropriate organisations, services and support.
- To support and actively encourage resident involvement.
- To complete profiling information and surveys.
- To meet targets set by the Operations Team Leader and Operations Manager.
- To provide administrative support to housing and maintenance staff as directed by the Operations Team Leader and Operations Manager.
- To process and distribute all incoming mail appropriately.
- To actively encourage residents and contractors alike to self-serve by promoting the Associations online platforms and mobile app.



Communication

- To support the Operations Manager and Operations Team Leader with the delivery and promotion of the Association's Corporate image.
- To support the Operations Team Leader with day to day content posted and received via the Association's Social Media platforms in line with the Association's procedures.
- To assist the Operations Manager and Operations Team Leader with preparing content for the association's various social media platforms.

General

- To work in accordance with the Association's Equality, Diversity and Inclusion policy in all aspects of these duties.
- To ensure that requirements of the Data Protection legislation (including GDPR) are complied with in carrying out the duties of the post.
- To act in accordance with the Association's Health & Safety policies at all times.
- To be proactive in the Association's risk management processes.
- To work and act in accordance with the Association's values.
- To carry out other duties appropriate to the post as necessary or required.

This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change following review and consultation with the Operations Manager and/or Director of Operations.



PERSON SPECIFICATION—OPERATIONS ADMINISTRATOR

E: Essential

D: Desirable

Qualifications

E1	Good level of education (minimum of 4 GCSEs, NVQ Level 2 or equivalent)		
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Experience

E2	Experience in the use of Microsoft Office products effectively	D1	Experience of providing a high standard of quality service to customers
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Skills & Abilities

E3	Good organisational skills		
E4	Ability to work as a team and on own initiative		
E5	Reliable and punctual		
E6	Ability to provide a professional and customer focused point of contact for customers, partners and stakeholders		
E7	Ability to act in a positive, friendly, flexible and non-judgemental way to all customers.		
E8	Ability to embrace change to sustain and improve services delivered in the environment you work		
E9	Excellent communication skills (oral and written)		
E10	Ability to prioritise, deliver workload and achieve targets		
E11	Strong administrative skills including preparing content on Association's Social Media platforms.		

Other requirements

E12	Awareness of Data Protection and ability to maintain confidentiality	D2	Ability to communicate in Welsh
E13	Commitment to Equality and Diversity		
E14	A willingness to undertake appropriate training		



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