

Job Title: Environmental Services Assistant Reports to: Environmental Services Team Leader	Location: Merseyside Responsible for: N/A	Business: Operations Tier: 6
<b>Purpose of role:</b> Provide administrative support to the Environmental Services team in all regions to assist with the effective and consistent delivery of services. Acting as the first point of contact to customers, colleagues, contractors, suppliers and other stakeholders.		
<b>Responsibilities</b>		<b>Skills/Experience</b>
<ul style="list-style-type: none"> <li> <b>General Administrative:</b>            Perform general administrative duties to support the work of the environmental services team and the Environmental Services Administration Supervisor.            Undertaking general admin duties such as scanning, indexing, data input, key management, support with invoice management, tenant surveys, questionnaires and mail merges.            Maintains administrative workflow by studying methods; implementing cost reduction and developing reporting procedures.            Provide meeting support ensuring minutes are distributed in a timely manner.            Assist in the management of contractors, suppliers and processing invoices and purchase orders.            Dealing with general CRMs on a daily basis and allocating specific enquiries to the relevant team member.            Dealing with all TORTs and FRAs on a daily and weekly basis to ensure compliance.            First point of contact for general tenant enquiries.            Weekly health and safety and compliance checks on in-house teams         </li> <li> <b>Customer Service:</b>            Work with the internal service areas to deliver a collaborative level of customer service.            Ensure all customer reporting is scheduled and completed within the agreed timelines as per guidance from the Administration supervisor.            Be a point of contact for customer enquiries and referrals from internal teams.            Operate digital housing systems ensuring records are updated.         </li> <li> <b>Data Management</b>            Support the review of performance information, providing input into service improvements.            Ensure all key performance indicator (KPI's) data is collected to agreed timescales.            Maintain and update vehicle and equipment records, including fuel cards.         </li> <li> <b>Budgets and contracts</b>            Monitor contractor performance and customer satisfaction.            Process invoices and liaise with Accounts Payable, Contractors and EST's management team in relation to invoice queries, payments and receipting of goods.         </li> </ul>		<b>Essential:</b> <ul style="list-style-type: none"> <li>Experience of delivering excellent customer service.</li> <li>Experience of working as part of a team and working towards deadlines to achieve KPI's.</li> <li>IT skills – Microsoft office to Intermediate level.</li> <li>Experience of following policies and processes.</li> <li>Ability to plan and prioritise own workload.</li> </ul> <b>Desirable:</b> <ul style="list-style-type: none"> <li>Knowledge and awareness of related housing regulations/ law.</li> <li>Knowledge of grounds maintenance functions.</li> <li>Experience of using a CRM system.</li> </ul>
		<b>Qualifications</b>
		<b>Desirable:</b> <ul style="list-style-type: none"> <li>Educated to GCSE standard or equivalent qualification/ experience in business administration.</li> </ul>
<b>Values</b>		<b>Other</b>
Our Values of <b>Respect, Creativity</b> and <b>Excellence</b> are a key element of our organisational culture. They set out our expectations and are an integral part of all our roles. We are:		A Full UK Driving Licence and access to your own car N/A
<b>RESPECTFUL</b> to our customers and each other		Mobile working required N/A

<b>CREATIVE</b> in our approach and ambition <b>EXCELLENT</b> at delivering meaningful services to our customers	Other	N/A
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You are also required to undertake any other duties including Health & Safety and compliance within your capabilities as maybe reasonably required