



## SECTION 1: JOB DESCRIPTION

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| <b>Job Title:</b> Administration Assistant |   |
| <b>Department:</b> Operations              | <b>Location:</b> Kensington House- Birmingham                     |
| <b>Direct Reports:</b> None                | <b>Reports To:</b> Accommodation /Assistant Accommodation Manager |

### Key Purpose of the role

To support the Accommodation Management Team to provide a professional service by ensuring all on site facilities are in excellent working order and ensuring CRM Limited objectives are met at all times.

Assisting CRM and the Accommodation Management Team with the day to day administration of the site and ensuring supervision of maintenance of site to CRM standards.

### Key Tasks

- Daily administrative duties with regard to the delivery of the service to students, staff and clients.
- Required to establish professional work practices and procedures to ensure a pleasing and hygienic standard of accommodation.
- Ensure the upkeep of the fabric of the building, equipment, furniture and fittings by reporting defects and taking corrective action, so that a well maintained safe and secure living and working environment exists.
- Be available at published times to deal with queries.
- To be responsible for the safe keeping of any monies / float and banking of receipts in accordance with the CRM cash handling procedures.
- Control and issue of any keys or access devices including administration relating to car parking (if applicable) in accordance with residences procedures.
- Responding to customer enquiries in a prompt and courteous manner
- Communicating effectively with customers to ensure they are fully informed of current and future developments
- Maintaining excellent relationships with service users
- Ensuring site kept in optimum condition both on the interior and exterior
- Maintain proper and accurate records in conjunction with Accommodation Management Team
- Under supervision, manage all risk and safety within property
- Reporting of safety issues to Group Human Resources & Safety Manager



## SECTION 2: KNOWLEDGE AND SKILLS

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| <b>Skills:</b>  |
| <ul style="list-style-type: none"><li>• Sales experience, within any target driven area.</li><li>• Customer service experience, both face-to-face and over the phone.</li><li>• Confident when speaking to clients/customers.</li><li>• Excellent attention to detail and the ability to provide examples of problem solving.</li></ul> |
| <b>Attributes/ Personal Characteristics:</b>  |
| <ul style="list-style-type: none"><li>•</li></ul>   |






This job description list is not exhaustive and may alter in light of the changing needs of our clients. You may be required to undertake other duties from time to time as the company may reasonably require.

**Closing Date: 13/02/2017**