**A drawing of a tree

Description automatically generated with low confidenceDelamere Park Management Ltd**

**Job description**

**Job title:** Office Assistant – Assistant to the Head of Office Services

**Reports to:** Head of Office Services and the DPML Trustees

**Location of job:** The Clubhouse, 59 Delamere Park Way West, Delamere Park, Cuddington, CW8 2UJ

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| **Main Purpose of the Job** |
| To assist the Head of Office services with all day-to-day administration, bookkeeping, staff management and HR tasks for the company and to deputise for the Head of Office Services in their absence. |

**General requirements**

* To understand fully, and have a commitment to, carrying out the aims and objectives of Delamere Park Management Ltd (DPML).
* To act and work in accordance with the DPML policies and procedures to provide an efficient and high quality of customer service for the residents of the Park.
* To handle all confidential and personal information in accordance with the Data Protection Act (2018).
* Car owner due to the rural location of the business
* Available for flexible working hours due to the requirement to provide cover for the Head of Office Services

**Specific duties and tasks**

* To liaise with Trustees, staff, plot owners, solicitors, accountants, and potential property purchasers
* To answer standard questions from purchasers’ solicitors and deal with the Solicitors packs of information, The Covenant, Deed of Trust, Articles of Association, and Certificate of Completion.
* To answer queries and supply information and documentation to plot owners
* To assist with all administration tasks including bookkeeping, banking reconciliation, cash handling, preparation of monthly management accounts and reports, payroll, collection of plot fees, processing property change requests, issuing Trustee decisions to plot owners and administration of company documents/templates/procedures.
* To maintain up-to-date records of all accounts and ensure that invoices are paid in a timely manner
* To support the Head of Office Service with all invoicing to plot owners and solicitors along with the associated Sage tasks
* To support the Trustees and Head of Office Services with all AGM/SGM correspondence and returns
* To identify and place orders for replenishment of office and cleaning supplies and to assist with ordering for the gardening and bar teams as required
* To assist with managing weekly rotas and ensuring cover is provided as needed for the reception, office and cleaning departments
* To assist with the management of all holiday requests and entitlements
* To assist with the supervision of reception and cleaning staff
* To carry out induction training with new staff joining the reception, office, and cleaning teams
* To carry out periodic training with existing reception, office and cleaning staff to ensure that any procedure and policy changes are understood and successfully implemented
* To personally provide cover for the Head of Office Service’s shifts for holiday or sickness absences
* General administration including filing, printing, scanning, shredding, making tea and coffee
* Answering external calls from residents and solicitors and dealing with their queries and requests in a professional and timely manner
* Some weekend and evening work is required on a regular basis

You may be required to carry out other duties, as within your capabilities and level of responsibility, in order to meet the needs of the organisation.

**Additional requirements**

* To provide an excellent level of customer service to all residents and guests alike
* To keep up-to-date with changes in DPML policies/procedures/practices
* To maintain a harmonious work relationship between yourself, management staff and customers
* To work autonomously and maintain strong communications with all Staff and Trustees
* To providing strong Excel and Microsoft Word skills

**Personal Specification**

To be/have:

* Relevant experience within an administration/office environment.
* Excellent communication skills both verbal and written
* A friendly and professional telephone manner
* High attention to detail in all aspects of work.
* Excellent time keeping and time management skills, the ability to be self-motivated and experience of working to deadlines
* Proficient with Microsoft Office packages specifically Word and Excel
* The ability to work well under pressure and to manage a varied workload
* The ability to work well as part of a team and be supportive towards colleagues whilst being confident working independently
* Familiarity with Sage Accounts is desirable (Training will be provided if necessary)
* An adaptability towards work and a keenness and willingness to learn new skills
* A commitment to follow company procedures
* The ability to empathise and communicate with a diverse range of individuals
* Excellent customer service skills and the ability to build professional relationships effectively, both in the immediate team and wider customer base.

Please Note: This Job Description is neither definitive nor restrictive