**Office Assistant – Assistant to the Head of Office Services**

**Job Offer:**

**Contracted hours:** 26 Hours per week worked over a 2-week rota

+ additional hours to provide holiday and sickness cover as required

**Week 1**: Two weekdays 10am - 5pm + 2 evenings from 3pm to 8pm

**Week 2**: One weekday 10am – 5pm, Two evenings from 3pm to 8pm + Saturday 10am - 5pm

 (+ 4 floating hours over the two weeks)

Permanent Position

Hourly Paid wage of NLW +11.5% which will increase in line with future NLW increases (i.e. rate from 5th April 2021 will be £9.93 per hour)

**Start Date:** On or before1st July 2021

**Company Details**

**Delamere Park Management Ltd** is a well-established company which manage the facilities provided for the exclusive use of Plot holders of Delamere Park.

We are based on the outskirts of Cuddington, Northwich and we are looking for a permanent Office Assistant to support the Head of Office Services with the day-to-day running of the business.

**About the Role:**

This is a great opportunity for the person who shows an organised attitude towards work, and who is enthusiastic to take on the challenges of a varied role.

You will be tasked with providing core administration services and taking full responsibility for your duties including deputising for the Head of Office Services in their absence. Within this small and friendly team the flexibility to work additional hours to cover staff holidays and sickness is key.

**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

Job share will be considered for the right candidate

**About the Candidate:**

The Successful Candidate will 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 their 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

Car owner essential due to rural location

To obtain an application form email the Head of Office Services at: Office@delamerepark.co.uk

Deadline for applications to be received is noon on 30th April 2021