**A drawing of a tree

Description automatically generated with low confidenceDelamere Park Management Ltd**

**Job description**

**Job title:** Zero-Hour Office Staff

**Reports to:** Head of Office Services and Office Assistant

**Location of job:** The Clubhouse, 59 Delamere Park Way West

**Hours of work:** Cover as needed between10am – 3pm Monday to Saturday. Availability at these times is essential. Cover during school holidays may be required.

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| **Main Purpose of the Job** |
| To provide holiday and sickness to cover for the Office during periods when both the Head of Office Services and Office Assistant are not able to attend work |

**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).
* To be flexible to work as needed

**Specific Duties and tasks**

* To liaise with Trustees, staff, plot owners, solicitors, accountants, and potential property purchasers
* Answering external calls and deal with all queries and requests in a professional and timely manner
* To read and respond to emails sent to the property and accounts addresses
* To supply accurate information and documentation to plot owners upon request
* To alert the Office Assistant and Head of Office Services on their return to work of any queries that could not be answered or requests that need actioning
* To process property change requests, fob applications and room bookings in a timely manner and to issue trustee decisions for property changes if required
* To update the address book and Net2 systems to maintain the accuracy of resident’s details
* To send out mass communications to the park in line with data protection and DPML policy
* Invoice management, bookkeeping, cash handling and supplier payments
* To support the office as required during busy periods such as for the AGM and collection of plot fees
* General administration including filing, printing, scanning, shredding, making tea and coffee
* To keep up to date with DPML policies and procedures
* To ensuring that all clubhouse users either fob/card in or sign in electronically
* To take tennis and squash bookings
* To carry out park room and kitchen checks before and after use by residents or community groups
* To issue DPML keys and ensure their return
* To use the DPML camera as required for access photos
* To adhere to DPML first aid and fire safety plans and to acting as the point of contact/fire warden whilst on duty
* To liaise with all DPML colleagues and management to ensure the smooth functioning of the business and to work as part of the team
* To adhere to data protection law and the handling of confidential personal data at all times

Strong Microsoft Excel and Microsoft Word skills are essential – training for this position will be given

Availability for daytime and weekend work is essential

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
* 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