



JOB DESCRIPTION

A BASIC DETAILS

JOB TITLE:	Investigations Team Assistant
FULL /PART TIME:	Part time - 17.5hrs per week (working 3.5hrs each day)
LOCATION:	Newlon House, London (no hybrid working – office-based)
SALARY:	£14,219
REPORTING TO:	Income and Investigations Manager
RESPONSIBLE FOR:	No staff reporting to this post

B MAIN OBJECTIVES

The Investigations assistant will assist the Investigations officers by providing administrative support with the functions of compliance and investigations of ASB reports including no access, succession and fraud.

Trust Newlon is our programme of service change and improvement based on the improving resident satisfaction and efficiency. All staff will put customer service at the heart of their work by building the standards and objectives of Trust Newlon into their daily activities and behaviour.

All post-holders are expected to take ownership and responsibility for the issues under their control and prioritise workloads or resources to deliver quick solutions to our customers. They will work collaboratively across teams and departments to deliver the highest standards of service to our residents.

C SPECIFIC TASKS AND RESPONSIBILITIES

<u>Key Tasks and Responsibilities</u>		<u>Performance Standards</u>
1.	To assist in providing an effective and efficient administrative function to the team, to assist with legal bundles, dynamics updating, post, serving notices as well attending joint visits when required. Processing accurate and up to date administration records and systems.	<ul style="list-style-type: none">• High level of administrative skills• Attention to detail• All calls and enquiries handled in accordance with policies and procedures.• Assist with contacting residents on new cases.• Provide cover and contribute to team.• Contribute to team goals• Prepare copy and send legal bundles and administrative preparation for court cases.• All administrative records and information processed promptly and accurately

<u>Key Tasks and Responsibilities</u>		<u>Performance Standards</u>
		<ul style="list-style-type: none"> • High degree of accuracy regarding the location and content of information. • Information relating to tenants, clients and other customers maintained confidentially • Performance indicators being met
2.	To assist in establishing positive relationships with residents	<ul style="list-style-type: none"> • Respond to and or flag emails/letters answer phone. • Print documents /scan and save to shared systems. • Attend meetings with team members when required. • Adhere to Newlon's customer standards –Trust Newlon. • Dealing with internal queries from other departments. • Arrange meetings and take minutes.
3.	To contribute to maintaining an effective work-place	<ul style="list-style-type: none"> • All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection adhered to • Newlon Gold values of customer service (responding to requests being clear and checking you got it right) applied to internal and external customers • Objectives of reliability, consistency, speed and awareness built into all activities • Collaborative working, solving problems, taking ownership and customer focus built into all activities. • Collaboration across teams actively promoted at all times • Implement and comply with all Newlon policies and procedure including equal opportunities, customer service standards and health and safety. • Participate effectively in meetings. • Arrange team rotas, meetings, minutes and manage team spreadsheets. <p>Take meeting minutes and provide assistance to the Team.</p>

<u>Key Tasks and Responsibilities</u>		<u>Performance Standards</u>
4.	To take personal responsibility for own areas of work and team functions including updating and creating cases in dynamics.	<ul style="list-style-type: none"> • Own areas of work carried out with accuracy and in a timely fashion. • Liaison with internal and external customers, solicitors and other agencies carried out with due regard for Newlon policies and procedures and legislative requirements. • Performance indicators being met.
No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.		