

**Brunswick Close  
Tenant Management Organisation  
(BCTMO)**

**JOB DESCRIPTION**

|                           |          |                                                                                                                                                                                                                                                                           |
|---------------------------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Title</b>          | <b>:</b> | <b>TMO Office Assistant (Full-Time)</b>                                                                                                                                                                                                                                   |
| <b>Location</b>           | <b>:</b> | <b>Based at TMO Office, Brunswick Court,<br/>Tompion Street, London, EC1V 0ER</b>                                                                                                                                                                                         |
| <b>Responsible to</b>     | <b>:</b> | <b>TMO Manager</b>                                                                                                                                                                                                                                                        |
| <b>Responsible for</b>    | <b>:</b> | <b>No supervisory duties</b>                                                                                                                                                                                                                                              |
| <b>Purpose of Post</b>    | <b>:</b> | <b>To provide effective administrative and secretarial services, and assist in the delivery of high-quality customer-focused housing management and estate services to all residents of Brunswick Close estate.</b>                                                       |
| <b>Special Conditions</b> | <b>:</b> | <b>This post is Full-time and is offered on the basis of a 35 hour week. The post-holder will be required to work Monday to Friday from 9.00am - 5.00pm<br/>Attendance at some evening and weekend meetings may be required for which time off in lieu will be given.</b> |

**Principal Responsibilities**

1. Provide an effective administrative and secretarial service on behalf of the TMO, maintaining all necessary administrative procedures, and ensuring services are provided in accordance with the TMO's commitment to high quality service provision.
2. Provide a full reception service to customers using the TMO's services in person, over the phone and via email; deal with and process routine enquiries.
3. Receive & process repair orders; liaise with contractors & the council.
4. Support the TMO staff in the delivery of services from the TMO office, maintaining all necessary administrative procedures.
5. To develop and exercise a close working relationship with all other TMO staff and members of the TMO Board.
6. Participate fully in team meetings and contribute to the promotion of team-working.
7. Undertake typing and administrative support duties related to the services provided by the TMO using a range of computer applications, including word processing, spreadsheets and databases, and help set up and create new databases.

8. Maintain statistical records and carry out filing for the TMO Manager, at all times ensuring that the accuracy and confidentiality of the work is maintained.
9. Process invoices, incoming and outgoing, in line with financial guidelines using computer systems and manual records.
10. Support the development of resident participation and involvement in the estate management service provided by the TMO.
11. Support the manager in developing BCTMO's communication with estate residents and appropriate external agencies, including regular production of TMO newsletters and briefings.
12. Assist in the provision of a high-quality repairs service through the TMO office, ensuring minor repairs are completed quickly, within appropriate guidelines and to the satisfaction of the resident (extensive and/or complex repairs to be referred to the TMO Manager).
13. Liaise with and offer administration support to appropriate external agencies.
14. Compile agendas and supplementary papers for meetings of the BCTMO Board and dispatch as directed; arrange and minute TMO team and Board meetings as required.
15. Ensure that the TMO office has an adequate supply of computer and office supplies and ensure maintenance of stock levels of consumable items such as stationery and cleaning materials.
16. Attend training courses considered appropriate to this post.
17. Ensure that all services within the area of responsibility are provided in accordance with the TMO's commitments and objectives.
18. Carry out all duties with regard to the TMO's Equal Opportunities Policy and relevant statutory guidelines.
19. Carry out any other duties determined by the TMO Manager to be appropriate to this post.

## **TMO Office Assistant - Person Specification**

The postholder will be expected to have the following Experience, Knowledge, Skills and Abilities (E = essential D = desirable):

### **1. Experience**

- Experience of working in an office environment E
- Experience of dealing with and providing a service to customers E
- Experience of providing administrative support to managers and senior staff E
- Experience of working as part of a Team E

### **2. Knowledge**

- Knowledge of office and reception systems E
- Knowledge of Customer Care E
- Knowledge of the problems facing inner city estates and communities E
- Knowledge of financial record keeping D
- Knowledge of Repairs & Maintenance D

### **3. Skills & Abilities**

- Computer skills in Word, Excel, email etc. E
- Ability to type reports and specifications E
- Skills in Graphics and design for Newsletters etc. D
- Good Communication skills E
- Ability to work alone on own initiative unsupervised E
- Ability to work under pressure and within deadlines E
- Ability to handle distressed and forceful clients E
- Ability to act decisively in urgent and critical situations E

## **EQUAL OPPORTUNITIES STATEMENT**

The TMO wholeheartedly supports the principle of equal opportunities in all areas of its service delivery and employment.

The TMO opposes all forms of unlawful or unfair discrimination on grounds of race, nationality, gender, disability, age, religious belief or sexual orientation.

The TMO is committed to upholding all Equalities legislation including the Race Relations Act, Sex Discrimination Act, Equal Pay Act, Disability Discrimination Act, Employment Protection Act and other relevant legislation.

The TMO will act to combat any discrimination or harassment which circumvents or breaches its Equal Opportunities Policy.

The TMO is committed to inclusiveness for all members of the community it serves.

### **The TMO's Aims are:**

To provide a fair and equal service to all residents of the community it serves

To encourage active participation in the TMOs activities from all sections of the community

To reflect the diversity of the local community in the organisation's operations including its Management Committee

To ensure all residents have equal access to meetings and information about the TMO's activities

To increase awareness of the TMO's Equal Opportunities policies

To ensure no TMO member, resident or staff member suffers discrimination

To reach out to disadvantaged groups and enable their participation in the TMO's activities

To provide extra assistance to members and residents who may have difficulties in participating in the TMO or receiving the TMO's services

To ensure the censure or disciplining of members or staff found guilty of discrimination

To apply the principles of Equal Opportunities in recruitment

To make available the TMO's full Equal Opportunities Policy as it appears in the Management Agreement at Chapter One Appendix 2

## BCTMO - Equal Opportunities Monitoring Form

**Gender:** Female ☐ Male ☐ Trans ☐

**Age:** 16 -24 ☐ 25 -44 ☐ 45-64 ☐ 65+ ☐

**Disability:** Do you consider yourself to have a long-term illness (e.g. cancer, HIV, diabetes), an impairment or a disability?

No ☐ Yes ☐ Please state.....

**Ethnicity:** Please tick a box from both column A and B

**A**

White ☐

Black ☐

Mixed/Dual Heritage  
☐

Asian ☐

**B**

☐ British

☐ Irish

☐ Somalian

☐ Eritrean

☐ Nigerian

☐ Ghanaian

☐ Caribbean

☐ Turkish/ Cypriot

☐ Greek/ Cypriot

☐ Kurdish

☐ Indian

☐ Pakistani

☐ Bangladeshi

☐ Chinese

☐ Vietnamese

☐ Chinese

☐ Gypsy/ Roma/  
Traveller

☐ Other

Please state

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☐ Prefer not to say