



## Administration Officer

**Location:** Castletown  
**Reports to:** The Deputy Clerk  
**Hours:** Full Time / Permanent (37 Hours)

### Job Summary

The role of the Administration Officer is to support the Housing Manager and to be responsible for a broad range of operational, customer-facing, and administrative responsibilities that are essential to the efficient operation of the office functions, supporting staff, managing records, coordinating communications, and delivering a professional service to colleagues, stakeholders and members of the public.

The role is varied hands-on role suited to an experienced administrator with excellent organisations skills, attention to detail, discretion when handling confidential information and the ability to work effectively in a fast paced public sector environment who enjoys working in a busy office environment.

### Key responsibilities

- Assisting the Housing Manager with general administration, updating housing systems, dealing with maintenance queries etc.,.
- General office administration and clerical support.
- Delivering administrative and clerical support to management and staff.
- Reception duties include greeting visitors and handling enquiries.
- Answering telephone calls and managing shared email inboxes.
- Providing excellent customer service to members of the public.
- Maintaining electronic and paper filing systems in accordance with policies and procedures.
- Diary management including room bookings, appointments and supporting public events.
- Liaise with suppliers, tradesmen, government departments when required to do so.
- Assisting with public events.
- Handling confidential and sensitive information with professionalism and discretion.
- Preparing correspondence, documents and meeting papers when required.
- Supporting projects, service improvements and providing administrative support to Board members and committees when required.
- Take accurate minutes and maintain action logs taking and preparation of agendas if required.
- The duties and responsibilities outlined in this job description are not exhaustive and may be amended from time to time to meet service requirements. The postholder will be expected to undertake any other duties appropriate to the grade and nature of the post.

### Essential Requirements

- Minimum of 3-5 years' experience in an administration role
- Proven experience working in a busy office environment with multiple priorities.
- Strong organizational and time management skills.

- Good attention to detail and accuracy.
- Excellent customer service skills including strong written and verbal.
- Previous experience within a customer-facing role and delivering excellent service.
- Good working knowledge of Microsoft Office including Word, Outlook, powerpoint and Excel.
- Work as part of a small team and the ability to work independently.
- Ability to handle confidential information appropriately.
- Professional, reliable and confidential approach to work

#### **Desirable Requirements**

- Experience producing reports and documentation for Boards or committees.
- Previous minute-taking experience.
- Knowledge of committee or governance procedures.
- Previous experience within government, public sector, or regulated environments.

#### **Personal Attributes**

- Professional and courteous manner.
- Reliable and adaptable.
- Proactive approach to work.
- Strong interpersonal skills.
- Commitment to public service values.
- Ability to maintain confidentiality and integrity.