



**JOB TITLE: Corporate Services Officer**

**Grade 6**

- A. Responsible to:** Management Committee and Director
- B. Reporting to:** Director
- C. Responsible for:** Customer and Financial Services Assistant
- D. Job Purpose:**

Managing the Customer and Financial Services Assistant to ensure an efficient and effective reception, customer, financial and corporate services for the Co-operative's internal and external customers. To provide main admin support required in relation to maintenance, finance, governance, office management and act as the Co-operative's health & safety administrator. Deliver high standards of customer service by offering excellent customer and corporate services.

**E. Specific Duties**

**1. General Office Administration**

- a. Delivering and supervising the Customer and Financial Services Assistant to deliver a courteous, efficient and helpful reception service to customers contacting the Co-operative by telephone or in person and ensuring clerical staff answer routine questions and pass on more complex issues / make appointments for staff.
- b. Maintaining the central and loft filing within the office to ensure comprehensive, up to date, and systematic records system is in place for ease of retrieval of documents by other staff. Lead the development of 'paper-light' processes and information storage. Carry out an annual audit of the filing system to clear out previous years records and to make recommendations to improve filing.
- c. Maintaining the computerised filing system on the u drive to ensure tidy and systematic records system is in place. Carry out an annual audit of the filing system on the u drive.

- d. Liaise with the IT and telecommunications support companies to ensure faults dealt with systematically, relevant licence up to date, and that efficient and effective use is made of the ITC system.
- e. Typing letters, minutes, and reports as required.
- f. Supervising office cleaner and office use to ensure high standards of cleanliness and safety are achieved at all times.
- g. Collating the ARC return.

## **2. Customer Services**

- a. Undertake key duties of the Customer and Financial Services Assistant in his/her absence.
- b. Co-ordinate the recording and other staff's input into responding to all customer complaints and provide monthly reports to team meetings on numbers of stage 1 and stage 2 complaints and produce statistical reports for SHC and website.

## **3. Finance**

- a. Overseeing control of petty cash and ensuring petty cash book is kept up to date and supervising other clerical staff in this task.
- b. Liaising with contractor regarding cash uplifts from office. Keeping pay in General Ledger up to date.
- c. Ensuring all payments are made appropriately and cheques signatories are updated as required.
- d. Ensuring all cheques/electronic payments are made after each Operations meeting.
- e. Ensuring all invoicing is carried out effectively.

## **4. Management Committee & Governance**

- a. Ensure Share and Members Register is kept up to date, obtain signatures from Secretary plus two Committee Members for Share Certificates.
- b. Set annual programme of committee meetings in consultation with other staff. Arrange and attend Management Committee meetings one evening per month and taking minutes.
- c. Arrange and attend General Meetings and Annual General meeting of the Co-operative and take minutes.

- d. Assist the Director to provide induction for new committee members and committee training/away days.

**5. Health & Safety Administration**

- a. Carry out all duties and responsibilities of the health & safety administrator efficiently and effectively to ensure the Co-operative complies with the requirements of the Health & Safety manual and ensure the organisation is fit for external audit on health & safety.
- b. Provide monthly reports to management committee meetings on all health & safety matters.

**6. General Duties**

- a. To attend such meetings and courses including those out with normal office hours as the Management Committee may determine.
- b. Carry out other duties as requested by the Director.
- c. Maintain all HR files.
- d. Lead role in Public Relations, marketing, social media and production of newsletter.
- e. Maintain the annual gas servicing records on Excel spreadsheet and implement the Co-operative's procedures for liaising with contractors and tenants to secure access.

Signed as Accepted by.....  
Full Name (printed).....  
Date.....

Date Agreed: 22/02/2021  
Reviewed: March 2017 & February 2021  
Next review: February 2024