

Role Title	Customer Services Trainee
Corporate Focus	Lochaber Housing Association Group
Objectives	<ol style="list-style-type: none"> 1. To assist in the provision of effective and efficient administrative support for LHA Group 2. To assist in the provision of a courteous and efficient customer service to tenants. 3. To work diligently towards achieving a Business Administration qualification within the designated timescale.
Accountability	Director of Customer Services
Management Responsibility	None
Main Location	101 High Street, Fort William
Hours of Work	35 hours per week
Date Approved	September 24

Key Activities

1. To participate fully in the agreed training plan for the Modern Apprenticeship in Business Administration qualification.
2. To provide accurate and effective clerical and administrative support to the corporate departments as well as the overall LHA Group.
3. To respond courteously, sensitively and in a timely manner to all enquiries and provide a high quality of service to all of our customers.
4. To provide an efficient word processing service including letters, reports and minutes.
5. To assist with the compilation and production of statistical information, using a variety of different software packages.
6. To record and distribute internal and external mail as directed.
7. To take notes of meetings and implement appropriate administration tasks arising from the meeting.
8. To work with our integrated computerised housing system.
9. To assist with reviewing and updating of our social media profile.
10. To keep a work diary outlining training progress throughout the course of the traineeship.

Other Responsibilities

- To represent Lochaber Housing Association and the Lochaber Housing Association Group positively and effectively at all times
- To be familiar with, observe and uphold all policies and procedures relevant to this role
- To communicate effectively with colleagues to ensure high quality service provision and performance
- To participate in all relevant training and development
- To comply with all relevant statutory and regulatory requirements
- To follow all reasonable instructions and undertake any other reasonable tasks that may be required

Specific Resources Associated with this role

ICT

Key Relationships

The Highland Council
Tenants