

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

<b>Key Activities</b>
<ol style="list-style-type: none"> <li>1. To participate fully in the agreed training plan for the Modern Apprenticeship in Business Administration qualification.</li> <li>2. To provide accurate and effective clerical and administrative support to the corporate departments as well as the overall LHA Group.</li> <li>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.</li> <li>4. To provide an efficient word processing service including letters, reports and minutes.</li> <li>5. To assist with the compilation and production of statistical information, using a variety of different software packages.</li> <li>6. To record and distribute internal and external mail as directed.</li> <li>7. To take notes of meetings and implement appropriate administration tasks arising from the meeting.</li> <li>8. To work with our integrated computerised housing system.</li> <li>9. To assist with reviewing and updating of our social media profile.</li> <li>10. To keep a work diary outlining training progress throughout the course of the traineeship.</li> </ol>

## 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