

JOB ADVERT - Details

Company:	The Association of Residential Managing Agents Ltd
Role title:	Team Support Officer
Internal Reference Number:	
Closing date:	-
Salary:	£23,000 PA
Working Hours:	10 am to 3.30 pm Mon to Friday
Temporary / Fixed Term / Permanent contract:	Permanent
Location:	Wimbledon
Contact details for applications:	Sharon Ali sharon@arma.org.uk
Role description:	<ul style="list-style-type: none"> • Dealing with all telephone enquiries received on a daily basis • Advising complainants of the ARMA complaints handling procedure and talking through the correct process to follow • Perform a variety of admin and clerical tasks, providing support to the other roles within the Secretariat team, assisting in daily office needs and general admin actives • Providing additional admin support to the CEO and COO on special projects where required • Providing admin support to the Communications and Marketing Manager on all events such as ARMA annual awards, regional briefings and the annual conference. i.e. scripts, slide layouts, bios for annual awards/conference regional briefings. • Providing admin support to the Communications and Marketing Manager on AQD magazine • Providing admin support to the Events Operations Manager on tasks such as arranging entertainment for the annual awards and conference • Providing admin support for compiling all ARMA training packs • Assisting with and updating ARMA publications

	<ul style="list-style-type: none"> • Updating Guidance and Advice Notes • Minute taking where required • Supporting all aspects of the office in a proactive manner <p>Candidate Specification</p> <ul style="list-style-type: none"> • Essential is a strong proficiency in Microsoft Office, specifically Word, Excel and PowerPoint • Essential excellent telephone manner and good customer service skills • Essential attention to detail in all aspects of work • Must have the ability to communicate information in a clear and concise manner • Must have excellent organizational skills, with an emphasis on priorities • Must be able to write fluently with attention to detail • Ability to proof read documents • Ability to take minutes • Must have a flexible approach to the role, happy to assist in new projects wherever needed • A positive 'can do' attitude
<p>Company website (optional):</p>	<p>https://arma.org.uk</p>