

JOB DESCRIPTION	
Title of Job:	Factoring Administration Assistant
Location:	Hybrid working with an Invergordon Office base
Number of Jobholders:	1
Title of Line Manager:	Senior Factoring Officer
Responsible for:	n/a

Purpose and Scope

The Factoring Administration Assistant provides assistance with the day to day delivery and administration of factoring services to Highland Residential customers, in compliance to legislation and internal policy and procedures, ensuring that the factored service provided is to the highest standard.

Job Outline: Responsibilities and Tasks

MAJOR TASKS

- As a first point of contact, the Factoring Administration Assistant is required to deliver exceptional levels of customer service at all times.
- To effectively use the in-house factoring database and portal for maintaining detailed customer/development records.
- Assist the Factoring Officers with the preparation of business documentation, customer statements and invoices.
- To appropriately log and issue work orders as prioritised by the Factoring Officers.
- Answer and deal appropriately with customer/stakeholder emails, phone calls, letters and visitor enquiries. To address customer complaints correctly and in line with guidance and internal procedures.
- Deliver exceptional standards when maintaining paper and electronic documents and files.

MAIN ACTIVITIES

- Ensuring tasks are delivered to the agreed standards.
- Providing clear and factual information to customers.
- Ensuring that accurate computerised and manual records are maintained for budgetary and audit purposes.

Accountability, Decision Making, Analytical Thinking, Problem Solving:

- Ensuring that clear instructions are given to contractors.
- Ensuring that invoices are processed and charges added to the database correctly.

Complexity of Work and Mental Concentration:

- Managing a varied workload with regular interruptions, requiring flexibility and the ability to prioritise tasks.
- Ensuring customer requests and complaints are responded to courteously and sensitively within the appropriate response time and policies.
- Managing several work projects simultaneously.

Communication Skills, Representing the Organisation, Dealing with People, Direct Impact on People:

- Fostering good relationships with customers and keeping them fully apprised of factoring service and complaint resolution:

Health & Safety:

- Comply with safe working practices as defined by Albyn Group.
- Complete online training as and when required.
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.

General:

- Be aware of and adhere to Albyn Group policies at all times.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other Albyn Group departments.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role.

Other:

- Apply the Albyn Group values and behaviours to every aspect of the role at all times.

- Promote and maintain the standards of Albyn Group.

PERSON SPECIFICATION	
Qualifications	<ul style="list-style-type: none"> • Education to higher grade or above • Training in administration
Experience	<ul style="list-style-type: none"> • Experience in delivering customer service including managing customer complaints • Experience within an administrative role • Experience working with customers
Knowledge	<ul style="list-style-type: none"> • Good knowledge of database work • Good knowledge of invoice processing • An understanding of property management and factoring industry • Commercial awareness
Skills & Abilities	<ul style="list-style-type: none"> • Computer literacy in basic Microsoft packages e.g. word or excel • Excellent written, verbal and numeracy skills • Diligent with high level of attention to detail • Ability to manage high volumes of detailed work within efficient timescales • Good customer and relationship management skills • Capacity to establish and manage legal contracts • Capacity to calmly deal with complaints and manage customer expectations • Excellent organisational skills with the ability to work flexibly to ensure deadlines are met • Effective record keeping and the ability to deal correctly with sensitive and confidential information
Other Requirements	<ul style="list-style-type: none"> • Equal ability to work independently or as part of a team • Capacity to contribute to business development • Use of own vehicle for business use