



Job Description

Role title	Team Assistant – Level 2	Directorate	Contract Services
Level	Colleague	Department	Reactive Repairs – Contract Services

Accountable to	Head of Maintenance / Reinvestment Manager / Project Surveyor / Clerk of Works / Head of Estate Services / Office & Program Manager / Director of Property Services / Senior Maintenance Surveyor / Estate Services Manager / Director of Asset Management / Facilities Manager / Direct Repairs Service Manager
Accountable for:	Financial: N/A People: N/A

Job purpose:

To provide a full range of administrative and support services, ranging from moderate to complex, to facilitate the effective and efficient operation of the team/department.

Principal accountabilities:

1	Assist others in the department to ensure efficient and effective administrative practices and resolve administrative and other queries related to the work of the department.
2	Intercept and screen telephone calls, emails and written correspondence, dealing with, or redirecting enquiries to the appropriate areas, as necessary.
3	Arrange, and attend or represent unit/supervisor at meetings, including preparing papers, booking rooms and refreshments, taking notes, and drafting minutes.
4	Booking appointments, updating calendars and arranging travel and accommodation as required.
5	Liaison with members of staff in other departments and external contacts / customers, in relation to the team/department's area of work.
6	Develop and maintain administrative and office systems, databases and spreadsheets, as required.
7	Provide guidance and interpretation on relevant policies, procedures, and regulations.
8	Assist in, and in some cases lead on the implementation of continuous improvement of business and administrative processes relevant to the working area.
9	Order and maintain stationary and equipment supplies, ensuring purchase orders are raised in accordance with procedures, and other financial systems are updated where required.
10	Deal with petty cash and/or other small amounts of income as required.
11	Provide project support to the team and to lead on administrative projects as required.
12	Embrace and promote Southern Housing culture, HEART values and behaviours, helping create an environment, which is supportive, and a place where it's enjoyable to work.
13	No role profile can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time, which are broadly consistent with those described.

<u>Person specification:</u>	
Knowledge, skills and abilities:	
1	<u>Knowledge & experience</u> <ul style="list-style-type: none"> Sufficient knowledge of functional area(s) or related professional field, where the exercise of judgment is limited to applying applicable policies, procedures, regulations.
2	<u>Skills</u> <ul style="list-style-type: none"> Computer skills sufficient to operate on-line system and complex software or develop formulas for moderately sophisticated spreadsheets. Oral and written communication skills sufficient to interpret and apply policies and procedures and to resolve problems, and to present a professional approach to all customers and stakeholders.
3	<u>Abilities</u> <ul style="list-style-type: none"> Ability to use a variety of software packages to produce correspondence and documents, and maintain presentations, spreadsheets and databases;

Further relevant information

Travel between sites will be a requirement for this role.

There may be a requirement to attend meetings and other activities outside of normal working hours.

Adopt and comply with strategy and regulatory requirements, organisational values, policies and procedures, including Health and Safety, Equality and Diversity,

Procurement, Data Quality & Assurance, Safeguarding, Value for money.