



ROLE PROFILE

Role Title:	Apprentice Administrator
Department:	Asset Management
Role Purpose:	Working within the administration team to support the Asset Management team. Providing assistance to customers, colleagues and contractors staff to deliver an excellent service to customers of Midland Heart and maintain the organisations Asset's. Be open to continuous improvement and self development.
Reporting to:	Pamela Wharton
Responsible for:	None
Disclosure level:	NA
Role Level:	Detail the Behaviours & Standards level that this role sits at: <u>Frontline Worker</u>

Key Role Responsibilities	<p>To deliver excellent administrative support in line with Midland Heart policies and procedures, attend contract meetings as necessary and provide support producing minutes, action point and summary notes as required.</p> <p>Support all functions across Asset Management and the Repairs Hub as directed by the Operations Manager or Director which may require temporary work within the Repairs Control Centre and providing support during times of high demand.</p> <p>Extracting data from MH operational systems to produce documents, reports and letters to support the monitoring of contractor performance. Produce data for Key Performance Indicator (KPI), Measures and Business Object reports as directed.</p> <p>Processing orders, invoices and other contract documentation/data within required timescales and input data on to the required IT system for the specific activity or area of business</p> <p>Ensuring outlook mailboxes for the team are cleared daily - appropriate advice, information and referrals completed or given, along with registering and managing appropriately general enquiries that may be received by mail, e-mail or verbal and maintaining electronic and manual filing systems appropriate to the project and business needs.</p> <p>To receive customers and contractors from reception and dealing with enquiries appropriately. Provide photocopying assistance to</p>
----------------------------------	--



	<p>team members as required and undertake other duties commensurate with the grading of the post as may be required.</p> <p>To play an active role in the design and continual improvement of the service delivered by the administration team.</p> <p>To be a team player building strong relationships across Asset Management, with contractors and other key staff teams within Midland Heart. And as directed, produce periodic surveys to identify trends and practices, which can assist to address failures to meet customer satisfaction and expectations.</p> <p>To apply, promote and implement the Groups Equalities & Diversity Policies and Code of Conduct and ensure compliance with the Association's health and safety policies.</p>
Education, Qualifications and Training	Minimum of 5 GCSE Grade C or equivalent in English and Mathematics.
Knowledge and Experience	Experience or interest in working within the Asset Management.
Role Specific Skills & Behaviours	<p>Excellent organisational and administrative skills.</p> <p>Excellent communication skills both written and verbal.</p> <p>Good team player (both as organiser and participant).</p> <p>Flexible in approach to work and good at prioritising workload.</p> <p>Demonstrate the ability to adapt to change in line with business, directorate and team requirements</p>