

ROLE PROFILE

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| Role Title: | Valuation Assistant |
| Department: | Asset Management |
| Role Purpose: | To provide excellent finance administration for the planned programmes within the Assets Department. Be flexible and provide support to the stock condition team. |
| Reporting to: | Investment Manager |
| Responsible for: | N/A |
| Disclosure level: | N/A |
| Role Level: | Detail the Behaviours & Standards level that this role sits at: <u>Frontline Worker</u> |

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| Key Role Responsibilities | <p>a) Key Responsibilities and Accountabilities</p> <p>Assist with payments to contractors on the planned programmes, inputting necessary information on Keystone accurately and issuing interim certificates.</p> <p>Liaison between the programme delivery teams and contractors to ensure payments are made accurately and in accordance with payment deadlines.</p> <p>Keeping and updating accurate records of phasing and payments for the planned programmes.</p> <p>Processing of 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>Deliver excellent administrative support in line with Midland Heart policies and procedures.</p> <p>Attend contract meetings as necessary and provide support producing minutes, action point and summary notes as required.</p> <p>Data extraction and analysis for the production of reports and monitoring of progress using Business Objects.</p> |
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| | <p>Maintain electronic and manual filing systems appropriate to the project and business needs.</p> <p>Provide photocopying and scanning assistance to team members as required.</p> <p>Undertake other duties commensurate with the grading of the post as may be required.</p> <p>To be a team player building strong relationships across Asset Management, with contractors and other key teams within and outside of Midland Heart who are supporting our customers.</p> <p>As directed, produce periodic surveys to identify trends and practices, which can assist to address failures to meet customer satisfaction and expectations.</p> <p>Support all functions across Asset Management.</p> <p>Apply, promote and implement the Groups Equalities & Diversity Policies and Code of Conduct.</p> <p>Deputise for Team Leader as appropriate.</p> <p>To work in accordance with Midland Hearts policies and procedures at all times</p> <p>To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health and Safety Policy commensurate with this position.</p> <p>b) Innovation and Best practice:</p> <p>Promote Midland heart's innovative activities and policies within the social housing sector and seek recognition of the association's achievements.</p> <p>c) Contract Management:</p> <p>Provide all necessary information to customers, staff and contractors to satisfy and / or exceed our duty of care.</p> <p>Ensure that services operate economically, efficiently and effectively.</p> <p>d) General:</p> |
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| | <p>Represent Midland Heart internally and externally, positively and professionally.</p> <p>Provide support to Head of Commercial and Investment and act as deputy in their absence.</p> <p>Provide a positive contribution to the overall corporate goals of Midland Heart.</p> <p>Apply, promote and implement the Groups Equalities & Diversity Policies and Code of Conduct.</p> <p>Undertake any other duties commensurate with this post, as directed by the Investment Manager</p> |
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| Education, Qualifications and Training | Minimum 5 GCSE or equivalent including Maths and English |
| Knowledge and Experience | <p>Ability to work to tight time scales and complete high volumes of work with excellent quality in a fast moving environment.</p> <p>Experience of using PC and relevant applications. Outlook, Keystone, Excel, word, P2P and Keystone.</p> <p>General office duties including filing, photocopying and scanning.</p> <p>Experience of working as part of a team in a busy office.</p> <p>Excellent knowledge Keystone, Microsoft Office, Outlook, Excel, Word and eBis.</p> <p>Knowledge of Keystone would be an advantage</p> |
| Role Specific Skills & Behaviours | <p>Being able to demonstrate excellent communication skills both written & Verbal.</p> <p>The ability to deliver Excellent Customer Service to all our customers.</p> <p>Have the ability to organise and prioritise own work load to ensure that all targets are achieved.</p> <p>Demonstrate the ability to adapt to change in line with business, directorate and team requirements.</p> <p>To demonstrate a positive and motivated attitude to work at all times proactive and willing to learn.</p> |

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| | <p>Being aware of own performance and how this impacts on team performance. Keen to develop and learn new skills.</p> <p>A strong team player building good working relationships across the business.</p> <p>Understanding of and commitment to the principles of equality and diversity</p> |
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