

## ROLE PROFILE

<b>Role Title:</b>	Administrator
<b>Department:</b>	Asset Management
<b>Role Purpose:</b>	<ul style="list-style-type: none"> <li>• To provide customer driven administration support to the Asset Management Team.</li> <li>• To support the development of internal processes.</li> <li>• Support the Repairs Hub at times of high call demand.</li> </ul>
<b>Reporting to:</b>	Team Leader
<b>Disclosure level:</b>	N/A
<b>Role Level:</b>	<u>Frontline Worker</u>

<b>Key Role Responsibilities</b>	<ul style="list-style-type: none"> <li>• To deliver excellent administrative support in line with Midland Heart policies and procedures.</li> <li>• Support all functions across Asset Management and the Repairs Hub as directed by the Team Leader, which will require temporary work within the Repairs Hub Contact Centre by providing support during times of high call demand.</li> <li>• To attend contract meetings as necessary and provide support producing minutes, action point and summary notes as required.</li> <li>• To play an active role in the design and continual improvement of the service delivered by the administration team.</li> <li>• To input data onto Midland Heart's key operating systems ensuring right first time and Service levels are achieved at all times.</li> <li>• Respond to e-mails within service level agreements. Action as required, providing appropriate advice or information.</li> <li>• Maintain Midland Hearts electronic and manual filing systems appropriate to the project and business needs.</li> <li>• To receive customers and contractors from reception and dealing with enquiries appropriately.</li> <li>• To be a team player, building strong relationships in the administration team, across Asset Management and the wider business.</li> <li>• To apply, promote and implement the Groups Equalities &amp; Diversity Policies and Code of Conduct and ensure compliance with the Association's health and safety policies.</li> <li>• Undertake other duties commensurate with the grading of the post as may be required.</li> </ul>
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<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Minimum of 5 GCSE Grade C or equivalent including English Language and Mathematics.</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in a busy corporate office environment, working towards and achieving performance targets.</li> <li>• A good understanding of and ability to use Microsoft office packages including word, excel, and outlook.</li> </ul>
<b>Role Specific Skills &amp; Behaviours</b>	<p>Can demonstrate:</p> <ul style="list-style-type: none"> <li>• The ability to work as an individual and also as part of the team.</li> <li>• How you have challenged yourself to develop new ways of working.</li> <li>• How you have developed your knowledge and skills in your present/previous roles.</li> <li>• Being aware of how you interact with the team on a day to day basis.</li> <li>• You are trustworthy, dependable and can work in line with Midland Hearts core values; Professional, Inclusive, People focused.</li> <li>• Excellent communication and how you have adapted your approach to others and in various situations.</li> <li>• You are enthusiastic and have engaged others in decision making.</li> <li>• How you have built trustful and respectful working relationships with colleagues.</li> <li>• How you have taken responsibility for your actions to deliver a customer focused administration service.</li> <li>• How you have managed change in the work place and how you have remained a positive approach when faced with changes that have affected you personally.</li> </ul>