

Role Profile

Role Title:	Building Safety Administrator
Department:	Operations – Building Safety
Role Purpose:	To provide the administrative support for the effective delivery of Contracted Building Safety services ensuring delivery is in a timely, cost effective, customer focused and safe manner in line with budgets and legislative requirements whilst achieving the contract SLAs and KPIs.
Reporting to:	Administration Team Leader
Responsible for:	N/A
Checks:	Standard DBS and Social Media Check
Role Level:	Frontline Worker

Key Role Responsibilities	<ul style="list-style-type: none"> • Provide administrative support for Fire Safety within the Building Safety Team. • Deliver excellent administrative support in line with Midland Heart policies and procedures. • Provide administrative support to facilitate the delivery of a high quality Building Safety services through Midland Heart's supply chain and direct delivery partners ensuring that operational objectives including KPIs are achieved. • Ensure Health and Safety requirements are met in accordance with Midland Hearts policy, procedures and statutory requirements. • Work closely with the wider Midland Heart team to ensure that customers are provided with a seamless service and a high level of customer care in every aspect of the service delivered. • Processing of certification, 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. • Provide timely and concise reports in line with Midland Heart processes and procedures. • Ensure that all relevant certification is provided for all works completed.
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	<ul style="list-style-type: none"> • To undertake any other duties within the scope of the post, as directed by Midland Heart's management team and on occasions work in other areas of Midland Heart as required. • Support in the monitoring and review of performance and development of the contractor team providing administration related expertise, coaching and other developmental support as required.
Education, Qualifications and Training	<ul style="list-style-type: none"> • GCSE English and Mathematics at level 'C' or equivalent or ability to demonstrate suitable work experience necessary for delivering the role.
Knowledge and Experience	<ul style="list-style-type: none"> • Experience of working within a similar Building Safety operation. • Possess basic building maintenance and compliance knowledge. • Proven experience of achieving challenging targets and objectives. • Experience of working with sector leading construction related and Compliance software.
Role Specific Skills & Behaviours	<ul style="list-style-type: none"> • Well-developed written and oral communication skills. • Able to take accurate minutes of meetings and type up within agreed timescale. • Ability to work alone, and in a team. • Good planning, organisational and analytical skills. • Ability to demonstrate support in all situations and to formulate effective and appropriate responses on the basis of sound compliance/technical knowledge. • IT literate with thorough understanding and application of asset management systems, Word, Access and Power point. Intermediate knowledge of Excel with the ability to complete lookups, basic formulas, create Pivot Charts and create spreadsheets. • A motivator of people in order to deliver through a third party. • Advocate of continuous improvement and new ways of working. • Professional approach to all aspects of service delivery. • Understanding and commitment to the principles of equality and Diversity. • Resilience in all aspects of operational delivery.