

Role Profile

Role Title:	Apprentice Administrator
Department:	Operations - Assets
Role Purpose:	To provide the administrative support for the effective delivery of contracted maintenance 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:	Basic DBS and Social Media Check
Role Level:	Frontline Worker

Key Role Responsibilities	<ul style="list-style-type: none"> • Deliver excellent administrative support in line with Midland Heart policies and procedures. • Provide administrative support to facilitate the delivery of a high quality maintenance services through Midland Heart's supply chain and direct delivery partners ensuring that operational objectives including KPIs are achieved and that all Midland Heart properties are maintained to the decent homes standard whilst creating a climate of innovation and opportunities for efficiencies. • 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. • Support Assets Teams in the delivery of qualitative and quantitative performance targets for respective contracts. • 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. • Provide timely and concise reports in line with Midland Heart
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	<p>processes and procedures.</p> <ul style="list-style-type: none"> • Ensure that all relevant certification is provided for all works completed. <p>Customer Experience</p> <ul style="list-style-type: none"> • Provide customers the opportunity to be involved within all areas of the repairs, voids and installation service as defined with the Involvement strategy. • Ensuring service standards are challenged and tested by customers at regular intervals. • Improve customer experience through the consistent achievement of high levels of customer satisfaction and improving service delivery through lesson learned from service failures.
<p>Education, Qualifications and Training</p>	<ul style="list-style-type: none"> • GCSE grade C or equivalent in Maths and English.
<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> • An interest in working within an administrative function supporting maintenance operations. • An interest in learning about building maintenance/repairs and compliance in a Housing setting. • An interest in learning about Health and Safety legislation, Fire Safety, and CDM Regulations. • An interest in gaining an understanding of Contract Law and Procurement Frameworks.
<p>Role Specific Skills & Behaviours</p>	<p>Skills:</p> <ul style="list-style-type: none"> • Good planning, organisational and analytical skills. • Ability to take accurate minutes of meetings and type up within agreed timescale. • Well-developed written and oral communication skills. • Ability to achieving challenging targets and objectives. • IT literate with ability to use Asset Management Systems, Word, Excel, Access and Power point.

Behaviours:

- Ability to work alone, and in a team.
- A can-do attitude and team player.
- Advocate of continuous improvement and new ways of working.
- Professional approach to all aspects of service delivery.
- Resilience in all aspects of operational delivery.
- Understanding and commitment to the principles of equality and diversity.