

### Role Profile

<b>Role Title:</b>	Scheme Administrator
<b>Department:</b>	Mutual and Leasehold
<b>Role Purpose:</b>	To be responsible for managing the general administration tasks of a Scheme.
<b>Reporting to:</b>	Scheme Manager
<b>Responsible for:</b>	N/A
<b>Checks:</b>	Enhanced DBS and Social Media Check
<b>Role Level:</b>	<u>Frontline Worker</u>

<b>Key Role Responsibilities</b>	<ul style="list-style-type: none"> <li>• To ensure that all aspects of scheme administration tasks are completed, within set deadlines.</li> <li>• To manage office systems, databases, and filing systems.</li> <li>• To support with the set- up of customers files.</li> <li>• To support Guest Flat change-overs.</li> </ul> <p>Support the Scheme Manager to ensure Customers are liaised with and supported with:</p> <ul style="list-style-type: none"> <li>• Relevant information and support in relation to purchasing a property and moving into the scheme.</li> <li>• Sign posting customers to the relevant agencies including local and National Safeguarding procedures.</li> <li>• To be able to use the invoicing system and maintain all records for scheme expenditure. To complete weekly invoicing and liaise with the finance department to deal with any anomalies.</li> <li>• To monitor stationary and cleaning stocks and re-order when stocks are low, but ensuring this is within the allocated budgets.</li> <li>• To support the manager with the income and expenditure of the scheme.</li> <li>• To complete photocopying and document collation as requested by the management team.</li> <li>• To attend meetings as requested and take minutes, then reproduce in typed format and ensure that these are distributed as necessary.</li> </ul>
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	<ul style="list-style-type: none"> <li>• To liaise with other departments within Midland Heart to ensure that any scheme issues are resolved.</li> <li>• To report internal and external communal maintenance requirements as determined by Midland Heart Procedures.</li> <li>• To complete accident and incident forms as required.</li> <li>• Support the scheme with Quality Assurance Systems.</li> <li>• 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.</li> </ul>
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<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Level 2 in English and Mathematics or equivalent relevant qualification is desirable.</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Experience within an administrative role.</li> <li>• Knowledge and understanding of the needs of older people.</li> <li>• Experience of working with IT systems including Microsoft Packages such as Word and Excel.</li> </ul>
<b>Role Specific Skills &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>• Good levels of communication, both written and verbal.</li> <li>• Ability to work within a team and be able to use own initiative.</li> <li>• Good telephone manner.</li> <li>• Be able to follow instructions and guidelines.</li> <li>• To take minutes, reproduce in typed form and ensure that these are distributed as necessary.</li> <li>• Understanding of our commitment to the principles of equality and diversity.</li> <li>• Understand the impact of their performance and actions of the team.</li> <li>• Ability to learn from others within the team, and pass on skills and knowledge to others.</li> <li>• Ability to prioritise workload.</li> <li>• Have an innovative approach to the workload, i.e. looking for alternative ways to get things done.</li> </ul>