



JOB DESCRIPTION

Job Title:	Directorate Administration Coordinator
Reports To:	Assistant Housing Director / Executive Assistant to the CEO and Chair
Team:	Operations
Directorate(s):	Operations
Grade:	BHA – E
Job purpose:	To provide a confidential administration service and organisational support to the Assistant Directors in the Operations Directorate.

Overview:

1. Key skills to do the job

- Relevant up-to-date business knowledge and appreciation of the values of Broadland Housing Association.
- A strong commitment to service delivery and the promotion of service excellence.
- A clear sense of priority and direction in all work undertaken.
- High attention to detail to ensure quality, accuracy and consistency in all tasks.
- To have respect for the confidentiality and sensitivity of material and people with whom the office comes into contact.

Required behaviours – Mandatory for all roles within Broadland

All staff and volunteers working for Broadland will always be expected to act in a manner that is consistent with our corporate values. The following sub-headings and example statements reflect these expectations, but you must refer to those agreed and used in all staff appraisal discussions and regard this more comprehensive list as the required standard.

Openness

You will admit to mistakes and learn from them.

Responsible

You will actively use your skills and knowledge to ensure high quality outcomes.

Collaborative

You will support Broadland's one team approach and challenge silo working when you are aware of it.

Fair

You will treat everyone you work with – tenants, colleagues and partners – with respect, politeness and courtesy.

Innovative

Embraces changes in ways of working when adopted by Broadland and supports colleagues who find change difficult

Reliable

You will demonstrate 100% commitment to our customers – internal and external – in order to achieve the best possible outcomes.

Trustworthy

You will demonstrate professionalism in all that you do and stick to our approved policies and procedures.

Environmentally Aware

You will help the Association reduce its carbon footprint by looking to help us reduce the damage of our activities on the planet.

2. Communication & Interpersonal Skills

- Good interpersonal skills (written and verbal) to ensure effective relationships are built at a variety of levels, both internally and externally.
- Develops and maintains a good relationship of internal contacts covering all aspects of the role.
- Can pull together reports and information from a variety of sources to produce a meaningful business document or report.

3. Delegated authority

- To be responsible for providing highly confidential administrative support
- You will work within agreed budget authority limits as set out in the approved financial regulations (financial authority levels) as detailed by your line manager.
- All activities you undertake must be in support of delivering the corporate strategy and as such can be evidenced to help us achieve our aims.
- You must work within the confines of the agreed policies and procedures as detailed by the Association and your line manager, variation from this unless stated clearly within/from your manager must be approved by the appropriate person with authority to do so – as detailed in the approved Standing Orders.

Key activities of the role:

Date created: October 2022

This list is deliberately not exhaustive, and you must expect to undertake other duties, as directed by your line manager, which are at an appropriate level to your grade and experience, as may be required from time to time.

- It is necessary to develop a thorough understanding of the work related to the relevant directorate, but it is also essential to be flexible enough to support other areas of discipline when necessary.
- Organising administrative requirements of the Assistant Operations Directors, including diary management, arranging meetings, organising travel arrangements and hotel accommodation, book training and conferences, arranging for payment of invoices, processing of credit card statements, and maintaining an efficient digital filing system.
- Participating in project work where necessary
- To undertake research and prepare/format in the preparation of reports and other documents on behalf of the Assistant Directors.
- Supporting the customer complaints process at appropriate/necessary stage. Liaising with colleagues, directorate and external organisation in line with policies and procedures.
- Maintaining professional and effective relationships with customers, colleagues and other parties, both internal and external.
- Being proactive in the management of own role and providing support for other roles as identified by the Executive Assistant.
- Contributing to the review and improvement of own/departmental practices and objectives.
- To support the PA to the Executive Operations Director with Tenant Involvement Meetings and other meetings / tasks as and when required.

Commented [SD1]: I think we should change it to other meetings and tasks so they can also support Anita with low level tasks.

Common Features applicable to all roles within Broadland:

- Flexibility in out of hours working, as business needs dictate
- You must keep up to date with sector developments and particularly any applicable to your own role.
- All professional CPD, corporate or job specific training required by the Group as part of your job, is considered mandatory.
- You will act in accordance with the mission, values and behaviours of the Group strategy.
- There is a duty to ensure your own health and safety at work and that of your colleagues and to co-operate with the Group for it to fulfil its legal obligations.
- There is an expectation that you will promote Equality, Diversity and Inclusion.
- You are expected to comply with all Data Protection principles, particularly in relation to confidentiality of data you use, securely storing data, accessing of data on systems and deletion of data. These principles apply to all systems containing personal data that you use, and all personal data that you process or have access to. Full details can be accessed via the Data Protection Policy.
- You will undertake any other duties, as directed by the line manager, which are at an appropriate level to your grade, as may be required from time to time.

Broadland Housing Association



PERSON SPECIFICATION

Job Title: Directorate Administration Coordinator

Essential Criteria

Qualifications

- 5 GCSEs (including English Language and Maths) at Grade C / Level 4, or equivalent.
- Driving licence and access to own vehicle as travel throughout Norfolk will be required.

Experience

- A minimum of 3 years proven administration experience covering varying work streams
- Excellent working knowledge of Microsoft Office applications.
- Experience of minuting meetings.
- Experience of pulling together information to produce a detailed report
- Proficient in the use of English language (verbal and written).
- Ability to handle and maintain confidential information in a sensitive manner.
- A flexible approach to meet the needs of the role with occasional requirement to work outside of normal working hours.
- Demonstrable experience of planning and organising others, with the ability to balance priorities and demands.

Desirable Criteria

Qualifications

- N/A

Experience

- Experience of working in Social Housing and/or awareness of issues within the sector.
- Experience of working as a PA.
- Involvement with administration of high level customer complaints / preparing panel information.

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