



# Role Profile

## October 2020

<b>Job Title:</b>	<b>Business Support Assistant</b>
<b>Reports into:</b>	Corporate Services Manager
<b>Direct Reports:</b>	None
<b>Department/ Location:</b>	Stockwell
<b>Disclosure Level:</b>	Enhanced
<b>Role Purpose:</b>	Provide an effective and high-quality administrative support service to the Business Support Team. Manage general office facilities to ensure processes and equipment work efficiently and correctly.

### Key accountabilities

- Ensure correct office management and filing systems are maintained in line with the procedures defined.
- Using MS Word and other MS Office systems, produce high quality documents including forms, newsletters and simple spreadsheet-based reports.
- Ensure office equipment and facilities are maintained and continue to provide value for money.
- Support the smooth running of internal meetings, booking necessary resources, inviting attendees and producing agendas, minutes and reports in accordance with the agreed format.
- Coordinate local staff training events and support colleagues in the delivery of the staff induction training.
- Provide any necessary assistance to colleagues to ensure the offices and buildings leased by SW9 are fully maintained and comply with all regulatory standards including leading on any repairs and improvement works, maintaining of the office air conditioning system, door entry system, incusing issuing and maintaining the access cards, lighting and any other systems within the office.
- Resolve and record any issues concerning the lighting and heating of the office.
- Monitor the performance of the cleaning contractors which will cover all areas of the office buildings and external areas.
- Manage the disposal off site of all waste generated in our Offices, said disposal to be carried out by cleaners.
- Ensure that all Environmental and Office compliance requirements are met by ensuring that all statutory tests are carried out. Ensure the annual Portable Appliance Testing, Emergency lighting, Fire Alarm systems, Fire Extinguishers and 5-year electrical fixed wire testing checks in all three office buildings mentioned above are carried out, any remedial works completed, and certificates kept on record.
- Be a member of the SW9 Incident Management Team. The tasks to be undertaken in line with the Immediate Response Plan and as advised by senior managers.
- Where employees leave service with SW9, ensure all equipment is returned, condition checked and signed-off. This includes laptops, mobile phones, lone worker devices, entrance badges and any other equipment issued to employees.
- Assist in maintaining a petty cash system, recording expenditure, and completing petty cash reconciliation on a monthly basis.
- Collecting and processing cash payments and reconciling to banking spreadsheets.
- Process weekly cheques payment for banking and reconciling to Banking spreadsheets.

- Managing company credit card and reconciling expenditure.
- Assist and support the Corporate Services Manager when required on data protection issues.
- Ensure stationery and all other office supplies are maintained.
- Participate as a team member on various projects (business led) as and when required.
- Answer Touch Point phone calls as require for business specific calls.
- Inspire and be a role model, consistently demonstrating the SW9 culture and values.
- Attend evening meetings and other community events as required.
- Assist with Company Secretariat tasks.
- Provide support in organizing and delivering community events.
- Provide support to SLT & OMT in the absence of the Executive Assistant (Business).

### **Standard Responsibilities**

Adopt and comply with SW9 CH values, policies and procedures, and regulatory frameworks including:

- Code of Conduct
- Health and Safety
- GDPR, confidentiality, privacy and use of IT resources
- Regulatory standards and probity
- Risks and internal controls framework
- Human Resources policies and procedures
- Equality and diversity

**The post holder may be required to undertake duties of a similar nature and at this level elsewhere within in the service.**

### **Contacts - External/Internal**

- SW9 SLT
- Operational Managers and staff within SW9 CH and Network Homes
- Board and Committee members
- Contractors
- Other external agencies relevant to role

### **Person Specification**

#### **Education**

- A good standard of education commensurate to the role.

#### **Knowledge and skills**

- Ability to maintain efficient, effective and secure filing systems.
- Excellent word processing skills and able to compose correspondence on standard issues.
- Ability to work with Microsoft Office applications such as Outlook, Excel, PowerPoint and Word.
- Excellent customer focus and a genuine desire to achieve excellence in all areas of responsibility.
- Ability to work effectively as a member of a small team.
- Demonstrate a high standard of written skills including report writing and responding professionally to complaints.
- Excellent listening skills to understand issues raised by a wide variety of customers and callers.
- Ability to use initiative while working within guidelines.
- Excellent time management skills and able to prioritise, plan own workload and show flexibility.
- Excellent attention to detail.

#### **Experience**

- Minimum of 1 years' experience in a similar role.
- Experience of operating efficient office systems.
- Experience of working in social housing is desirable.

## Competencies

**We want to make SW9 CH a great place to work and a great organisation that really delivers for its customers. Our HART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate the four HART behaviours: -**

**Hungry** - I am ambitious to succeed

- Optimistic: I am can-do and focussed on what can be done
- Creative: I find new ideas and solutions to challenges
- Bold: I get out my comfort zone and try new things
- Motivated: I welcome feedback and want to succeed

**Accountable** - I take personal ownership and responsibility to get things done I make things happen by empowering and delivering through the team and using resources effectively

- Resilient: I work hard to make things happen
- Disciplined: I am realistic and do what I say I will do
- Personal ownership: I take ownership of an issue until it is resolved
- Confident: I make decisions that are within my remit

**Respect** - I treat everyone with respect and understanding I arrive on time and take full part in meetings

- Prepared: I arrive on time and take full part in meetings
- Communicator: I listen to others and work hard to communicate well
- Responsive: I always answer a ringing phone and respond quickly
- Self aware: I put myself in others' shoes and understand how my actions impact on others

**Together** - I am proud to be one team

- Positive: I talk positively about Network Homes as one team
- Proactive: I put myself forward and build great relationships
- Supportive: I support and recognise the contribution of others
- Role model: I genuinely believe I make the difference