

Job Profile

Job Title	Senior Administrator
Job Reference No.	HOMEJD011

The job in a **nutshell...**

Provide an efficient, proactive, and flexible administration service, which promotes efficiency, drives productivity, continuous improvement and provides excellent customer service through continuous improvement, with a high level of initiative and self-motivation to achieve excellent results.

What **success** will look like...

A role model and a source of specialist advice to our administration team and wider Home Group colleagues. Taking proactive steps to resolve problems and seeking improvements in service delivery. Promoting the efficient use of in-house systems to maximise delivery and implement new and improved ways of working to ensure continuous improvements and efficiencies.

All systems contain accurate and up-to-date information, enabling timely and efficient resources. Maintain and produce information within various manual and computerised systems appropriate to the business area.

General business activities are supported through an effective and efficient service, including printing, scanning, photocopying, stationery ordering, distribution of post, and filing. Overseeing relevant email inboxes and ensuring that queries are responded promptly, with excellent customer service being paramount. Take a proactive approach to resolving problems, taking ownership and accountability.

All invoicing is processed correctly and updated on relevant systems to obtain the necessary services, equipment and goods required.

Skilled in managing complex diaries and efficiently handling a wide range of tasks, effectively prioritising them. Expertise in meeting administration and minute-taking, including producing

agendas, booking travel and accommodation, preparing meeting packs and handling confidential and sensitive information in an appropriate manner.

Producing clear and fit for purpose reports, using analytical and strong communication skills and ability to collate detailed information for a wide range of different audiences.

Ensuring the administration team is managed effectively, in conjunction with relevant manager/s. Lead on technical/functional specific administration tasks guiding and advising the team to ensure accurate and timely completion of tasks. There may be occasions when requested, to process people administration tasks on behalf of managers. Any tasks completed will be in line with Home Group's policies and procedures.

Developing relationships across Home Group and supporting the organisation and colleagues to achieve results and improved performance.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
<p>We are intuitively collaborative</p> <ul style="list-style-type: none">• Mentor and shadow others to share knowledge• Be open, respectful and value different opinions and ways of working• Work together to understand how our strengths complement each other in achieving our goals	<ul style="list-style-type: none">• An experienced administrator who is self-motivated to achieve excellent customer satisfaction levels working in a fast-paced environment. Experience of diary and meeting management handling a wide variety of activities.
<p>We have creative spark</p> <ul style="list-style-type: none">• Think outside the box about how things can be done more efficiently and effectively• Be receptive to and supportive of others' ideas• Share your excitement and passion	<ul style="list-style-type: none">• A high level of I.T. skills including the use of MS Word, Excel, Outlook, PowerPoint, and Teams.• Experience in producing clear and concise reports, along with excellent numerical skills for analysing and interpreting data.
<p>We are self-starters</p> <ul style="list-style-type: none">• Be well organised• Be proactive• Strive to get it right first time	<ul style="list-style-type: none">• Strong communication skills, with the ability to present written and oral information clearly and effectively

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Line manager/supervisory experience would be desirable but not essential.
Previous experience working within the housing sector.
Educated to NVQ Level 3 in customer service, business administration or equivalent.

We're all **accountable** for...

Health and Safety of our ourselves and others, put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care, and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity, and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.



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