


## Hanover (Scotland) Housing Association Ltd

Job Description		
Position:	<b>Administrative Assistant (Business Development and Volunteering )</b>	
Department:	Customer Services	
Reports to:	Performance Manager	
Band:	H	
Date	May 2016	

### Purpose of Job

To provide administration and support for the Association's business development functions. To provide administrative support to the volunteer co-ordinator to effectively run the volunteer strategy for the association. Administer the Organisations Housing Management System

### Main Duties

1. To assist and support tenants and staff with volunteering initiatives, including setting up and maintaining a register of volunteers and activities.
2. Contribute to the planning, co-ordination and delivery of business development activity where necessary
3. Support the Business Development Manager in general business development activity e.g. preparing for and supporting events, clients' visits and meetings.
4. Provide support in accurately maintaining the Company's Housing Management system
5. Support the BDM in sales and contract management when required, acknowledging and responding to enquiries in their absence.
- 6 To attend events relating to volunteering and to carry out related administration as required.
- 7 To prepare and disseminate information and publicity material for volunteering initiatives.
- 8 To ensure the 'HUB' is updated with all relevant material in relation to business development and volunteering
9. To maintain volunteer files and related office systems.
10. To process relevant invoices, as required.
11. To assist and share knowledge and experience with colleagues as required.

12. To provide administration assistance to the Volunteer Co-ordinator in support of the Volunteering Project as required.
13. To deputise for the Performance Officer for Customer Services during periods of annual leave, sickness and any other unforeseen circumstances.
14. To undertake any other duty that may reasonably be required and delegated by the Director of Customer Services and/or the Performance Manager and Business Development Manager

### **Performance Management**

15. Work within a performance culture, which is underpinned by a strong, personal performance motive and belief in continuous improvement.
16. Operate within a Strategic Business Unit (SBU).
17. Deliver key business objectives and meet Key Performance Indicators(KPIs) through a personal performance plan.
18. Analyse work and produce action plans where performance improvement is required.”

### **Job Context and other Relevant Information**

In relation to the project, the postholder must:

- i) discharge his relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used;
- ii) have due regard to the Association’s current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data;
- iii) work in accordance with the Association’s policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. The postholder may be required to undertake such other reasonable duties as may be deemed necessary and as agreed with the Chief Executive, to meet the needs of the project and the Association.

<b>Person Specification</b>
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**Job Title:     Administrative Assistant**

Criteria	Essential/ Desirable
<b>1. Skills/Abilities/Knowledge</b> <i>This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.</i>	
• Fully competent in office practice.	Essential
• Good level of interpersonal skills with the ability to communicate effectively, both orally and in writing, with persons at all levels.	Essential
• Note taking skills with ability to produce clear and accurate records of meetings.	Essential
• Good level of competence in word processing.	Essential
• Competent user of Microsoft or equivalent standard applications (Excel, Word) and corporate databases	Essential
• Ability to prioritise a varied workload and produce quality work to deadlines.	Essential
• Excellent organisational skills.	Essential
• Be able to communicate and represent themselves effectively at a variety of levels, both within and outwith the Association.	Essential
• Good reporting skills.	Essential
• Good analytical skills.	Essential
• Effective project management skills.	Essential
<b>2. Experience</b> <i>This section specifies the level and quality of experience required.</i>	
• Good grounding in office procedures.	Essential
<b>3. Education/Qualifications</b>	
• Educated to Higher Grade or equivalent	Essential
<b>4. Other</b> <i>This section specifies other factors which may be necessary.</i>	
• Ability to work on own initiative with minimum supervision and as an effective team member.	Essential
<b>5. Equal Opportunities</b>	Essential
This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the postholder is willing to work in accordance with existing policies and codes of practice.	

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