

JOB DESCRIPTION

Date: February 2019

Job Title: Corporate Services Administrator

Manager: Corporate Services Team Leader

OVERALL PURPOSE OF THE JOB

To work as part of a centralised efficient business support and administrative service to the Executive Team, Board, Management Team, colleagues and front of house customers.

MAIN AREAS OF RESPONSIBILITY

1. To provide exceptional administrative services supporting a diverse range of business including Executive Team PA; Human Resources; Facilities Management; Contract Management; Health and Safety; GDPR; Procurement; Governance; PR/events; communications; performance management; and compliance.
2. Develop, maintain and coordinate effective administrative systems to ensure that date driven events are referred to the Executive and Management Team in a timely manner ensuring compliance with regulation and governance matters.
3. To be responsible for the quality of data input and management of all information related to assigned tasks including the collation and preparation of reports in order to comply with regulatory, statutory and legal requirements.
4. Support the Board and committees by preparing agendas, board papers, minute taking and ensuring matters arising are appropriately dealt with.
5. To take personal ownership for providing an exemplar administrative support service to all customers.
6. To provide an exceptional standard of customer service to the public at reception and also when dealing with telephone enquiries via the company switchboard.
7. To contribute to the production and distribution of corporate communications and publications, including the maintenance of the company website, intranet, and social media.
8. Assist with the administration, monitoring and reporting of customer complaints as per agreed procedures to ensure compliance.
9. To commit to continuous personal development to maintain high standards of service.
10. To comply with the Health & Safety and Data Protection Policies, reporting any matters of concern to the appropriate Director or line manager.

13. To actively promote the equality & diversity policy and practice in all aspects of the job role as it relates to colleagues, tenants, owners, contractors, consultants and external agencies.
14. To ensure that access and processing of personal data is in compliance with Weslo's Data Protection Policies and Procedures.
15. To promote good working relationships with internal and external partners.
16. To carry out other duties, within the scope of the job, in order to meet the needs of the business.

PERSON SPECIFICATION

Job title: Corporate Services Administrator
Manager: Corporate Services Team Leader

	Essential	Desirable	Method of Assessment
EDUCATION AND QUALIFICATIONS			
High standard of general education [including English and Maths]	√		Application
Third level qualification in a relevant discipline [e.g. HNC, HND, Post Graduate]		√	Application
Full drivers licence		√	Application
KNOWLEDGE, EXPERIENCE AND SKILLS			
Significant Administrative experience preferably within a Corporate Services environment	√		Application and Interview
Experience of delivering high standards of customer service	√		Application and Interview
Ability to adapt and embrace change, actively contributing to improvement	√		Interview
Excellent interpersonal skills with ability to provide front of house services e.g. reception, on an ad-hoc basis	√		Application and Interview
Experience of supporting Data Protection [GDPR] compliance	√		Application and Interview
Experience and understanding of Procurement	√		Application and Interview
Knowledge and experience of facilities management	√		Application and Interview
Experience of providing personal assistant [PA] support to Senior Management	√		Application and Interview
Experience of working efficiently and effectively within a team	√		Interview
Ability to work on own initiative, with minimum supervision, prioritising own workload, managing and completing tasks within tight timescales and conflicting priorities	√		Application and Interview
Experience of supporting an HR function		√	Application and Interview
Experience of minute taking, preparing agendas and Board papers	√		Application and Interview
Experience of information management systems & workflow particularly in relation to governance compliance		√	Application and Interview
Excellent organisational, reporting and	√		Interview

communication skills			
Experience of organising and administering corporate events including travel arrangements	√		Application and Interview
Experience of administering corporate communications and publications using a range of tools including social media and maintaining company website	√		Application Form and Interview
High level of expertise in using Microsoft Office packages and databases with ability to produce reports from a variety of systems	√		Application and Interview
Experience of using Housing Management and HR systems		√	Application and Interview
Experience of working with a Registered Social Landlord or Local Authority and understanding the wider issues affecting RSL's		√	Application
Experience of processing insurance claims	√		Application and Interview
Excellent interpersonal skills engaging with a range of people	√		Application and Interview