

Business Support Assistant

Level:	TFE
Team:	Social Investment
Line Manager:	Assistant Team Leader

About the Job

- Gain valuable placement experience designed to support you to secure further employment not restricted to Vico Homes. The placement will provide suitable experience to learn various aspects of office administration.
- Undertake self-development progression to achieve work skills, self-confidence and employment objectives.
- Support the designated Vico Homes team to provide Administrative and Clerical in line with the team's plan.

You'll be trusted to

- Commit to a placement within a Vico Homes office-based team.
- Demonstrate a desire and commitment for supported self-development.
- Be aware of and comply with organisational policies and procedures.
- Ensure all work is compliant with Vico Homes's approach to equal opportunities and data.
- Support Vico Homes's Vision and Corporate Objectives.
- Contribute to the efficient running of the selected Office Team.
- Deal courteously and efficiently with enquiries from employees, suppliers and members of the public, in person, on the phone and electronically.
- Fully engage in a range of training modules which comprise Health and Safety training and elearning.
- Carry out electronic scanning, filing and photocopying.
- Provide accurate data entry operating in house systems.
- Prepare documents and letters operating Microsoft Systems Word & Excel.
- Be aware of and comply with organisational policies and procedures.
- Be prepared to work across all parts of the Vico Homes's operating area as required
- Provide Customer Service Excellence to all our customers when undertaking your duties.
- Work with other Vico Homes teams and sections as required.

- Carry out any other reasonable duties as directed by team leader / manager that is appropriate to the overall purpose of the programme.

Who you'll work with:

Internal: All Vico Homes colleagues

External: Suppliers, other agencies and members of the public

Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:



The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal skill characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (code list below)
A qualification (or working towards) at Level 2 of the Regulated Qualifications Framework, such as GCSEs (grades A-C/9-4), Award, Certificate or Diploma at level 2 or equivalent.	✓		AF/CQ
Able to follow instruction	✓		AF/I/SBWA
Experience of working individually and using own initiative.	✓		AF/I/SBWA
Basic knowledge of ICT and capability to use a variety of software packages including Microsoft Word and Excel.	✓		AF/I/SBWA
Able to communicate effectively, face to face and on the telephone.	✓		I/SBWA
Able to understand and carry out instructions	✓		AF/I/SBWA
Have a positive, committed mindset	✓		AF/I/SBWA
Able to work as part of a team and on own initiative	✓		AF/I/SBWA
Have a commitment to Training for Employment development initiatives	✓		AF/I/SBWA
Effective organisational skills.		✓	AF/I/SBWA
Experience of communicating effectively.		✓	AF/I/SBWA
Capable of providing a high standard of service to internal and external customers.		✓	AF/I/SBWA
GDPR Aware		✓	AF/I/SBWA
Awareness of Health and Safety Policies and Procedures		✓	AF/I/SBWA
Awareness of office administrative duties.		✓	AF/I

Key

SBWA - Sector Based Work Academy Programme

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification