

## Governance Assistant

<b>Level:</b>	Grade 2
<b>Team:</b>	Strategic Services
<b>Line Manager:</b>	Senior Governance and Executive Officer
<b>Responsible for:</b>	None

### About the Job

- You will provide confidential, professional and efficient administrative support to the Governance and Executive Support team
- Along with coordinating procurement, stationery and postal operations to ensure the smooth running of services across the business.

### You'll be trusted to

- Contribute to the efficient running of the Governance and Executive Team's administrative functions.
- Deal with incoming and outgoing post for the business, ensuring use of appropriate internal and external systems.
- Order stationery, furniture, equipment and other consumables according to contract for all Vico Homes teams, maintaining stationery stocks at all times with agreed items.
- Raise orders, make purchases and confirm receipt of goods, in line with policies and procedures, including travel and accommodation bookings and purchases using Vico Homes business credit cards.
- Deal courteously and efficiently with enquiries from colleagues, suppliers and members of the public, in person, on the phone and electronically.
- Prepare and provide support for meetings and events as required.
- Ensure any information is prepared to appropriate quality standards for the organisation.
- Progress chase information and updates for the Governance and Executive team as required.
- Ensure all ordering and procurement within the Governance and Executive team is co-ordinated, as appropriate.
- Act as a point of contact within the Governance and Executive Team, assisting in coordinating appropriate responses as required, including the co-ordination of stationery and postal services
- Provide administration support to governance and corporate meetings in accordance with the requirements of the role.
- Establish effective working relationships with colleagues and stakeholders at all levels.
- Carry out any other duties as directed by the line manager that are appropriate to the grade and overall purpose of the job.

**Who you'll work with:**

**Internal:** All 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 at Level 1 of the Qualifications and Credit Framework, such as GCSEs grades D-G or Award, Certificate or Diploma at Level 1 or equivalent.	✓		AF/CQ
Able to work to deadlines / time limits.	✓		AF/I
Able to multi task and adapt to changing priorities.	✓		AF/I
Highly effective organisational skills.	✓		AF/I
Receptive to new ways of working.	✓		AF/I
Experience of administrative work.	✓		AF/I
ICT literate with a high standard of keyboard skills and an ability to use a variety of software packages including Microsoft Word and Excel.	✓		AF/I
Experience of providing a high standard of service to customers face to face, on the phone and by email.	✓		AF/I
Experience of communicating effectively with stakeholders and colleagues at all levels.	✓		AF/I
Proven ability to prioritise workload and review progress.	✓		AF/I
Experience of working individually and using own initiative.	✓		AF/I
Awareness of Health and Safety Policies and Procedures.	✓		AF/I
Understanding the need for confidentiality.	✓		AF/I
Able to work as part of a team.	✓		AF/I
Able to communicate face to face and on the phone.	✓		AF/I
Able to work flexibly to meet business needs.	✓		AF/I

### Key

- AF - Application Form
- I - Interview (this may include a presentation and occupational test where appropriate)
- CQ - Certificate of Qualification