

# Support Officer

<b>Level:</b>	Grade 4
<b>Team:</b>	Property and Building Safety - Assets
<b>Line Manager:</b>	Assets Performance Manager or Senior Project Officer
<b>Responsible for:</b>	None

## About the Job

- Provide high quality administrative support to the Assets team and to promote the service at all times in a manner consistent with the Vico Homes values, ensuring a high standard of data accuracy is achieved at all times
- Ensure that daily administrative tasks and enquiries are dealt with, in line with agreed targets and timescales
- Provide support to Managers and Heads of Service within the team, where required

## You'll be trusted to

- Act as a point of contact within the team for queries from stakeholders, assisting in co-ordinating appropriate responses as required
- Ensure that email inboxes are monitored daily, with the appropriate responses sent in a timely manner
- Assist in the raising and monitoring of purchase orders, where required
- Supply and input information and monitoring of data held on Vico Homes IT systems in order to provide reports for internal and external use
- Support Vico Homes' vision and objectives
- Be expected to work flexibly to the changing needs of the service
- Contribute to the development of links and partnerships with external agencies
- Maintain effective working relationships with internal services and external organisations
- Produce work to the agreed service standards. Such work will include daily correspondence, general reports, and minutes
- Assist in the housekeeping of ICT systems in accordance with network guidelines
- Have a comprehensive knowledge of IT programmes to allow easy access to data and provision of information
- Act as a first point of contact for the team

- Deal with telephone enquiries, appointments and take comprehensive messages for colleagues in line with the Vico Homes Customer Charter
- Be actively involved with the delivery of specific projects within the Assets and Sustainability team within the prescribed deadlines
- Maintain necessary diaries and electronic mail facilities
- Be responsible for comprehensive administration functions including filing, photocopying and collating information where required
- Attend events and team meetings where required
- Promote health and safety awareness and ensure a safe working environment, in line with Vico Homes' policy at all times
- Be responsible for the maintenance of office equipment including telephone systems and report faults when necessary to maintain office efficiency at optimum levels at all times
- Be an effective team member and contribute to the smooth running of the wider Assets team
- Handle all confidential information discreetly and sensitively
- Undertake any other duties commensurate with the overall purpose of the job and the grade

### **Who you'll work with:**

**Internal:** All colleagues and managers within Vico Homes

**External:** All outside agencies including statutory and voluntary agencies as appropriate. Members of the public and customers

### **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 2 of the Regulated Qualifications Framework such as GCSEs (3 or more at grades 9-4/A-C), Award, Certificate or Diploma at level 2 or equivalent	✓		AF/CQ
Experience of processing data and typed work to a high standard	✓		AF/I
Self-motivated and able to respond effectively when under pressure to meet appropriate deadlines in a performance-orientated culture	✓		AF/I
Highly committed to supporting a multidisciplinary team with a flexible approach to meet the agreed standards and targets	✓		AF/I
Excellent time management and organisational skills	✓		AF/I
Experience in an appropriate office administration or housing related field	✓		AF/I
Knowledge and practical experience of using IT systems as an information and management tool, including experience in the Microsoft Office 2010 suite or later	✓		AF/I
The ability to analyse, interpret, coordinate and present information in a logical format, both written and verbally	✓		AF/I
Excellent customer care skills and evidence of a customer focused approach to service users	✓		AF/I
Excellent interpersonal and communication skills	✓		AF/I
Have a commitment to colleague development initiatives	✓		AF/I
The post holder may be required to work outside of normal office hours on occasion	✓		I
Effective negotiation Skills		✓	AF/I
The ability to demonstrate an understanding of equal opportunities in service delivery		✓	AF/I
An understanding of the Vico Homes Customer Charter, with the ability to implement the standards in a consistent manner		✓	AF/I
An understanding of the methods of engaging with stakeholders and promoting customer involvement at all times		✓	AF/I

Key

AF - Application Form

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

CQ - Certificate of Qualification