

## Support Officer

<b>Grade:</b>	Grade 4
<b>Section:</b>	Property Investment Team
<b>Reports to:</b>	Support Team Supervisor

### About the Job

- Provide administrative and coordination across the team, manage legislative paperwork and invoices, coordinate with stakeholders and suppliers, supporting meeting in line with Vico Homes policies and procedures.

### You'll be trusted to

- Coordinate appropriate responses to various customer and contractor enquiries, focusing on resolving issues efficiently.
- Attend meetings to support all workstreams as needed, ensuring accurate minutes are taken and comprehensive records are created for audit trails.
- Assist the office/field-based workforce in completing all operational activities according to business requirements and corporate performance indicators.
- Support office-based management teams and a field-based workforce completes all operational activities to meet the requirements of the business.
- Collaborate with the team to solve problems and ensure services meet established standards.
- Handle telephone enquiries and take detailed messages for colleagues, adhering to GDPR regulations.
- Ensure individual and team performance meets agreed targets and deadlines.
- Provide effective administrative support for the department under management's direction. This includes proficient use of core business systems, finalising letters, taking meeting minutes, managing stationary stock, photocopying/scanning, and general office duties.
- Update core business systems accurately to reflect the current status of operational activities and service delivery as needed.
- Distribute work orders and health and safety information to various Vico Homes tradespeople, sub-contractors, and third parties as outlined in operational workforce plans provided by management.
- Collect all necessary documentation from operational teams and ensure accurate, correct, and timely storage, whether in electronic or hard copy format.
- Liaise with other departments within Vico Homes to ensure efficient processing of the tasks and duties you are asked to perform.
- Undertake any other duties that align with the overall purpose of the job and the grade, contributing to the smooth operation and success of our projects.

## Who you'll work with:

**Internal:** Vico Homes colleagues,

**External:** Senior managers and officers; statutory, non-statutory agencies including local authorities, health trusts, voluntary and private agencies, government departments or agencies, councillors, tenants and residents, tenant and resident organisations.

## 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
Knowledge and practical experience of using IT systems as an information and management tools, including significant experience in Microsoft Office.	✓		AF / I
Clear verbal and written skills; ability to produce written work to a high quality and that meets the appropriate corporate standard.	✓		AF / I
Self-motivated and able to respond effectively when under pressure to meet appropriate deadlines.	✓		AF / I
Effective communication with employees, managers, customers, suppliers and other stakeholders.	✓		AF / I
Capable of working independently and collaboratively, supporting the team in achieving key priorities.	✓		AF / I
Ability to manage documentation to ensure compliance with legislation.	✓		AF / I
A customer-focused mindset with a commitment to delivering high-quality service.	✓		AF / I
Problem-solving skills and the ability to handle enquiries effectively.	✓		AF / I
Initiative and proactive approach to improving working practices.	✓		AF / I
Strong attention to detail.	✓		AF / I
Proficiency in data entry and accurate record keeping.	✓		AF / I
Excellent time management and organisational skills.	✓		AF / I
The post holder may be required to work outside normal office hours on occasion.	✓		I
Must be able and willing to travel throughout the district and to other locations as required by the business.	✓		I
Willingness to undertake any necessary training and continuously develop knowledge.	✓		I
Familiarity with Regulations and UK construction industry standards, ensuring health, safety, and environmental compliance.		✓	AF / I
Awareness of current challenges in the housing sector.		✓	AF / I

### Key

AF - Application Form

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

CQ - Certificate of Qualification