|  |  |  |  |
| --- | --- | --- | --- |
| **GWHA: ROLE PROFILE** | | | |
| **JOB TITLE** | Technical Administrator | **GRADE** | EVH Grade 4/5 |
| **REPORT TO** | Technical Manager | **DATE COMPLETED** | March 2024 |
| **CORE RESPONSIBILITIES**  Maintaining comprehensive and accurate records, reporting and administrative systems. Commitment to enhanced customer service through the provision of frontline information and support to residents and the community. Engaging in effective, appropriate and professional conduct. Delivering high standards of performance. Day to day assistance to Compliance / Technical Officers, operational responsibility to the Technical Manager. Overall responsibility to the Technical Director with accountability through the Chief Executive to the Management Committee. | | | |
| **KEY TASKS:**   1. Supporting service delivery through the administration of policies and procedures, including health and safety compliance, major works and investment and cyclical maintenance works. 2. Responding to enquiries, developing effective relationships, and coordinating access to properties (via telephone, email and in person) in relation to Technical services, projects, towards ensuring and our statutory obligations. 3. Providing advice and assistance to residents in relation to cyclical, major works and investment activities, including liaising with other RSLs and partner agencies as required. 4. Mitigating complaints through the proactive provision of robust, and accurate advice, information and support. 5. Maintaining and updating manual and computer records. 6. Supporting the implementation and administration of Asset Management Software (database & mobile working). 7. Assisting with the production of publications such as newsletters, invitations and display/information boards. 8. Assisting with the development and delivery of Technical, and wider operational initiatives. 9. Assist with preparation and submission of statistical information as required for reporting purposes. 10. Collect and monitor customer satisfaction information and assist with the production of regular reports for all Contracts, including post contract evaluations. | | | |
| **SCOPE: Towards 2028: Shaping Thriving Communities:**  A member of the Technical Division within the Technical Team. Actively assisting and supporting the delivery of related compliance and investment priorities, with a focus on customer service excellence and best value services, actively assisting and supporting the delivery of robust asset management, procurement and sustainability strategies. Flexibility and scope of role to reflect organisational priorities, change, and progress towards 2028 vision. | | | |

|  |  |
| --- | --- |
| **COMPETENCIES** | |
| Team Working | Proactively engages with others to ensure accurate and comprehensive information is shared.  Actively contributes to, and participates in, team discussions and activities.  Promotes and engages in positive team work, respecting the contribution of others.  Highlights issues of importance and keeps team appraised on matters of common interest.  Comfortable with lone working and displays awareness of personal safety and risk.  Uses initiative and generates ideas. |
| Knowledge | Awareness of the housing sector, its wider environment and the changing role of RSLs.  Appropriate knowledge and specialism to reflect core responsibilities and scope of role. |
| Professionalism | Operates within the framework of policies and procedures and actively contributes to the review and delivery of same.  Displays willingness and enthusiasm in carrying out responsibilities and tasks.  Commitment to change, continuous improvement, learning and best practice.  Awareness of personal strengths and limitations and seeks support, assistance and intervention as appropriate. |
| Customer service | Embraces a culture of quality, responsive customer service and engagement.  Provides accurate and appropriate advice, information, assistance and support to external and internal customers and stakeholders.  Mitigates complaints through successful service delivery and interaction. |
| Interpersonal | Self-motivated, flexible, reliable, adaptable, demonstrating self-confidence, initiative and drive to ensure personal and common goals are achieved. |
| Organisational & analytical | Ability to analyse situations and respond with appropriate action.  Effectively plans and prioritises work to deliver expectations, achieve high quality and strong performance.  Responsive to changing demands. |
| Communication & ICT | Displays confidence and professional rapport with internal and external customers.  Effective communication, language and letter writing skills.  Effective contribution and input to reports, newsletters and corporate publications.  Proficient ICT skills: Outlook, Word, Excel, PowerPoint |
| Vision & values | Embraces and promotes GWHA’s Code Of Conduct and values: **Inclusive, Considerate, Accountable, Resourceful, and Ethical;** promoting equality, value, diversity and sustainability to ***Shape Thriving Communities.*** |

.