

## REGULATOR OF SOCIAL HOUSING ROLE PROFILE

<b>Role</b>	Administrative Support Officer	<b>Directorate</b>	Chief Executive's Office
<b>Reports To</b>	Business Support Manager	<b>Section</b>	Business Support Team
<b>Post Reference</b>		<b>Grade</b>	11

### Purpose of the Role

To provide high quality administrative and secretarial support across the departments of the regulator.

The appointed officer will be expected to take a proactive and professional approach and to manage and prioritise a varied portfolio of administrative work.

### Main duties and key accountabilities

1. Manage and co-ordinate key tasks and meetings for Senior Directors and assist with team diary management, etc.
2. Co-ordinate and support team internal and external meetings, including minute-taking, arranging travel and hotels for team members, and organising visitor arrangements.
3. Proactively establish and maintain efficient electronic and paper office administration and filing systems for the team, and assist team members with filing, scanning, safe storage of critical documentation, file retrieval and archiving.
4. Assist with document creation including standard letters, forms, applications, orders, records, registers, statistics etc., using electronic and paper systems.
5. Manage and co-ordinate the organisation, printing, scanning, filing, and compiling of electronic and paper documents and presentations.
6. Manage post, office supplies, and similar.
7. Proactively establish and maintain efficient systems for planning, co-ordinating and recording team leave arrangements.
8. Create and maintain various databases, lists, manuals etc.
9. 8. Assist with recruitment including electronic administration and in facilitating interviews in any RSH offices.
10. 9. Assist in setting up rooms for meetings and the meet and greet of visitors and any other aspects required to support the meeting arrangements.
11. Undertake other administrative duties and responsibilities as may reasonably be required, including backup administrative support to others in the team, and working flexibly and co-operatively with other administrative support officers across the organisation.
12. Provide support for a number of teams/functions and to support and cover during periods of absence, for which training will be provided.

### Working Relationships and Contacts

#### Internal Relationships:

1. Work with staff across the team and organisation to deliver services as required.
2. Work closely with external partners as required to ensure activities are coordinated and delivered effectively.

## **Role Requirements**

### **Qualifications**

- Demonstrated written and oral communication skills
- A minimum of five GCSEs, grade A - C, including Maths and English.

### **Knowledge, Skills and Experience**

- A good level of computer literacy, including proficiency using MS Excel, Word and Outlook
- Able to use a range of office machines including photocopying and scanning, and telephone systems
- Experience of preparing and proofing communication including letters, reports, minutes and emails
- Experience of providing administrative support including minute taking, records management and filing and diary management
- Accurate and fast typing skills
- Experience of working with personal information, able to maintain confidentiality and work to data protection requirements
- Strong interpersonal skills to help build and maintain excellent relationships with colleagues
- Flexible and collaborative team player with a solutions-focused approach
- Remains calm under pressure, handling competing priorities and delivering to tight deadlines

## **General Responsibilities**

- To adhere to RSH's Equality and Diversity and Equal opportunities policies in all activities and to actively promote equality of opportunity.
- To be responsible for your own health and safety and that of your colleagues and all others in the workplace, in accordance with RSH Health and Safety policies.
- To demonstrate RSH core values in all working relationships within the workplace
- To work in accordance with RSH Data Protection Policies and adhere to RSH Freedom of Information policies where appropriate.
- To undertake such other duties as may be reasonably expected.