# ROLE PROFILE

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| **Job Title:** | New Build Services Support | | **Reporting to:** | Head of Construction |
| **Directorate:**  **Team:** | Development and Partnerships  Construction and Development | | **Location:** | Any location across the business |
| **Purpose of the role:** | | | | |
| To provide a comprehensive administration / clerical service across the team, to include all business streams, ensuring delivery of service excellence to our customers across all geographical locations. | | | | |
| **Key accountabilities and job content:** | | | | |
| * To fulfil the requirements as set out within the Tier 6 role profile. * Responsible for general administration and correspondence tasks including arranging meetings, taking minutes, maintenance of records (hard copy and electronic) and filing etc. * Responding to enquiries (telephone and face-to-face) from a range of different directorates. * Provide and organise work in such a way as to make best use of resources (human, financial and material) to maximise productivity across any of the business streams of the division in a proactive and positive way. * Responsible for data input/maintenance and reporting for business stream specific databases and spreadsheets. * Responsible for requesting updates from Developers / Contractors and logging updates into systems, booking jobs and inspections, tracking work activities and progress, liaising with customers and internal/external stakeholders. * Support with answering e-mails/phone calls regarding defects at peak times and annual leave cover. | | | | |
| **Qualifications:** | | | | |
| * A good standard of secondary education, particularly in English and Maths, (GCSE A-C or equivalent). | | | | |
| **Knowledge, skills and experience:** | | | | |
| * Demonstrable customer service skills in a front-line role (face to face or telephony). * Understanding construction related works and in particular defects * Excellent communication skills, both verbal and written, including influencing and negotiating skills. * Ability to build relationships with managers and employees at all levels, along with other stakeholders external to the business including customers. * Good understanding of the work of the Directorate. * Ability to assist in the development of a customer driven service and ensure continuous improvement. * Effective use of IT and media as appropriate. * Good understanding of value for money principles. * Able to prioritise to achieve realistic targets, costs and time deadlines. | | | | |
| **Role requirements and demands:** | | | | |
| **Solving problems:** | | Day to day, localised problem solving that includes the consideration of a number of issues and requires the analysis of information or situations. | | |
| **Making decisions:** | | Low level / day to day decision making based upon own workload and objectives. | | |
| **Communicating:** | | Communicates on routine matters where some interpretation of the subject matter is required. | | |
| **Financial responsibility:** | | None. | | |
| **People management responsibility:** | | None. | | |

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| *For Reward Team use only* | |
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