**Belle Isle Tenant Management Organisation**

**Job Description**

**Job Title: Governance and Administrative Support Officer**

**Grade: SO1**

**Belle Isle TMO - Mission and Aims**

The postholder will be employed by Belle Isle TMO and will work towards helping Belle Isle TMO achieve its mission which is to Build a Safer Stronger Greener Belle Isle, where people want to live

In addition the postholder will contribute to Belle Isle TMO’s aims which are to;

* Invest in people’s homes
* Help people to live well
* Build tenant control

**Belle Isle TMO - Values**

The postholder will support Belle Isle TMO’s core values which are;

* High standards of governance, accountability, leadership and probity.
* Working together sharing our skills, knowledge and experience, developing and nurturing each other in a supportive and inclusive environment, caring for one another and encouraging trust and mutual respect.
* Doing things to the best of our ability and providing the highest quality of service, aiming to do things right the first time, every time, undertaking regular monitoring against agreed targets, to provide a consistently improving service.
* Ensuring an atmosphere of respect, integrity, fairness and trust - At all times we will be open and honest with each other, treating people fairly, respecting our differences and challenging inappropriate behaviour through our agreed policies and procedures.
* Developing good communication that is clear, accurate and appropriate. We will actively listen to and value each other’s points of view and provide an environment where people are happy to share ideas and information in a variety of ways

**Belle Isle TMO - Service promise.**

The postholder will contribute positively to Belle Isle TMO’s Service promise which is to:

* always be as helpful as we can be;
* offer relevant, useful and accurate information;
* make sure we have a range of services and activities that meet service user needs;
* listen to service users and wherever possible, act on feedback;
* support service users to achieve their goals; and smile

**Overview of the job**

This is a very varied role. It involves responsibilities as an Office Manager, Finance Assistant and Governance Assistant, working closely with the Head of Governance and Finance in providing professional and comprehensive administrative support to the Board and Sub Committees of Belle Isle TMO. This will include engagement with board members, management of forward planners, preparation of agendas, taking minutes, providing papers, preparation of rooms and management and review of progress against agreed action points for these meetings. The postholder will act as Office Manager in ordering supplies and keeping stock control. Work will also include elements of financial administration in conjunction with other members of the team.

Evening and weekend work is regularly required.

**Specific Duties**

1. To provide a full administrative support service to the Board and Sub Groups of Belle Isle TMO producing Board Agendas, papers and support meetings, including taking minutes.
2. To help administer Annual General Meetings, Shareholder Events and other governance activities.
3. Booking and preparing rooms for meetings.
4. To manage the complaints process, including Ombudsman enquiries and liaison with the Corporate Centre, ensuring that targets for responses are diarised and met. Complaints surveys to be conducted and results collated. Quarterly summaries to be produced.
5. Co-ordinate induction processes for all new Board members, including explanation of key organisational functions and completion of Board member code of conduct and register of interest returns. Organise annual Board appraisals.
6. Co-ordinate the Belle Isle TMO Board training programme including sourcing, organising booking and recording training. Ensuring that all training is well planned in advance and that trainers and participants are briefed about objectives, content and feedback.
7. Help maintain an effective performance management framework including activity statistics regarding service provision, communication and engagement.
8. Act as Office Manager in stock records and ordering of stationery, photocopying and peripherals including other sundry items and budgeting.
9. Assist with Finance team operations in terms of credit card transactions, requisition orders, petty cash, franking machine transactions and other financial requirements.
10. Supporting the work of the Belle Iles TMO Management Team including co-ordination of Tracking Systems such as Action Logs.
11. Taking a lead role in supporting the necessary administration for the work of the TMO including the collation of shareholders.
12. Help to provide relevant data and information as needed for the Senior Management Team and Belle Isle TMO Board for co-ordinating its plans, strategies and procedures.
13. Contribute to the successful implementation of any Belle Isle TMO Service Improvement and Development Plans.
14. To form part of ongoing cover arrangements for the day to day provision of face to face reception telephone services.

It should be noted that the above tasks are subject to occasional changes to incorporate other commensurate duties and responsibilities to organisational change/review and to assist flexibility. The duties outlined are not meant as an exhaustive list and will also comprise any other duties within the spirit of the post as specified by the Head of Governance & Finance, Chief Executive and the Board.

**Person Specification**

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| **Area** | **Essential** | **Desirable** |
| **Experience** | Of dealing with managers, colleagues, volunteers (board members) and internal and external agencies on a daily basis in sometimes difficult circumstances. |  |
| Of providing a professional customer focussed service with commitment to customer care. |
| Of dealing with customer complaints in a positive manner maintaining a professional approach and courtesy at all times. |
| Of general financial procedures and general office routines. |
| Of planning and organising own work effectively in order to ensure the achievement of objectives. |
| Of the use of computer systems and software applications effectively in the extraction and analysis of data including bespoke housing management systems, spreadsheets, word-processing and database software. |
| **Knowledge and Qualifications** | Of the principles of excellent customer service both face to face and over the telephone. | Knowledge and operation of office based IT and Housing Management System; Cx, CATS System and Microsoft Office packages. |
| Of the principles of good governance. |
| Good knowledge of Tenant Management Organisations including their functions and services. |
| Good knowledge of current legislation and its impact on tenant management and the housing service. |
| General level of education with minimum 4 GCSE’s (grade A to C) or equivalent. |
| A willingness to take responsibility for own continuous development. |
| **Skills** | Ability and confidence to communicate effectively with a wide range of people at all levels, answering queries, obtaining and presenting information. |  |
| Ability to provide excellent customer service both face to face and over the telephone. |
| Ability to deal effectively and efficiently with enquiries and initial complaints from all customers/service users both internally and externally. |
| Ability to be sensitive to individual needs, show understanding, and maintain customer confidentiality at all times. |

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| **Area** | **Essential** | **Desirable** |
| **Skills** | Ability to listen, extract and transfer accurate information to relevant computerised systems and to be able to interrogate systems to provide informative responses to customers. |  |
| Ability to work on own initiative, prioritise and plan work effectively to ensure deadlines are met. |
| Flexibility in approach to working hours and ability to attend evening meetings. |
| Ability to work flexibly to meet the needs of the service including evening and possible weekend working. |
| **Values and Attitudes** | To uphold and promote the mission, aims, goals, service promise and values of the organisation. |  |
| To work closely with colleagues as part of a team in providing a professional service to meet the needs of the tenants and residents of Belle Isle. |
| At all times to provide a professional, courteous and helpful customer focussed service. |
| To communicate effectively across all areas, to ensure the ongoing development of the service and the organisation. |
| Demonstrate respect, openness and integrity when dealing with tenants and customers |
| Confident and authoritative approach when dealing with people at all levels, both inside and outside the organisation. |
| Conscientious approach towards completing tasks accurately and to deadlines. |
| Flexible approach to team working to ensure the operational needs of the organisation are met. |
| To undertake any other duties, commensurate with the level and experience of the post holder, as may from time to time be required by the Chief Executive, to ensure service continuity, and for the benefit of the organisation as a whole. |
| To carry out the duties of the post, in accordance with all appropriate organisational, statutory, regulatory and professional codes of conduct and codes of practice as applicable within the duties of the post and of the organisation as a whole. |
| To contribute to the aims of the organisation and the development of services by taking an active part in regular supervision, team meetings, team and individual training, promotional, consultative and tenant involvement opportunities and activities |

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| **Area** | **Essential** | **Desirable** |
| **Values and Attitudes** | To develop and maintain professional links with internal and external customers and stakeholders, as appropriate, for the benefit of the organisation and the tenants and residents of Belle Isle. |  |
| Willing to take personal responsibility under and abide by Belle Isle TMO’s Health and Safety Policy and Equal Opportunities Policies in the duties of the post and as an employee |