CREATING
COMMUNITIES
TOGETHER

SOUTHERN
HOUSING

Team Assistant – Level 2

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners are at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

To provide a full range of administrative and support services, ranging from moderate to complex, to facilitate the effective and efficient operation of the team/department.

The location

You'll be based at one of our main offices in either Farringdon, Croydon, Isle of Wight, Maidstone or Sittingbourne, with the option for working in a hybrid way when appropriate and as agreed with your manager.

What you'll be doing:

Southern Housing Limited a charitable housing association and registered society No. .
Southern Home Ownership Limited a registered society No. 18521R.
Southern Space Limited company registration No. 5437850.
Southern Development Services Limited company registration No. 5400187.
All registered in England with registered office at Fleet House, 59-61 Clerkenwell Road, London EC1M 5LA.

- Assist others in the department to ensure efficient and effective administrative practices and resolve administrative and other queries related to the work of the department.
- Intercept and screen telephone calls, emails and written correspondence, dealing with, or redirecting enquiries to the appropriate areas, as necessary.
- Arrange, and attend or represent unit/supervisor at meetings, including preparing papers, booking rooms and refreshments, taking notes, and drafting minutes.
- Booking appointments, updating calendars and arranging travel and accommodation as required.
- Liaison with members of staff in other departments and external contacts / customers, in relation to the team/department's area of work.
- Develop and maintain administrative and office systems, databases and spreadsheets, as required.
- Provide guidance and interpretation on relevant policies, procedures, and regulations.
- Assist in, and in some cases lead on the implementation of continuous improvement of business and administrative processes relevant to the working area.
- Order and maintain stationery and equipment supplies, ensuring purchase orders are raised in accordance with procedures, and other financial systems are updated where required.
- Deal with petty cash and/or other small amounts of income as required.
- Provide project support to the team and to lead on administrative projects as required.
- No role profile can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time, which are broadly consistent with those described.

What you'll need:

Knowledge & Experience

- Sufficient knowledge of functional area(s) or related professional field, where the exercise of judgment is limited to applying applicable policies, procedures, regulations.

Skills & Abilities

- Computer skills sufficient to operate on-line system and complex software or develop formulas for moderately sophisticated spreadsheets.

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- Oral and written communication skills sufficient to interpret and apply policies and procedures and to resolve problems, and to present a professional approach to all customers and stakeholders.
- Ability to use a variety of software packages to produce correspondence and documents, and maintain presentations, spreadsheets and databases.

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