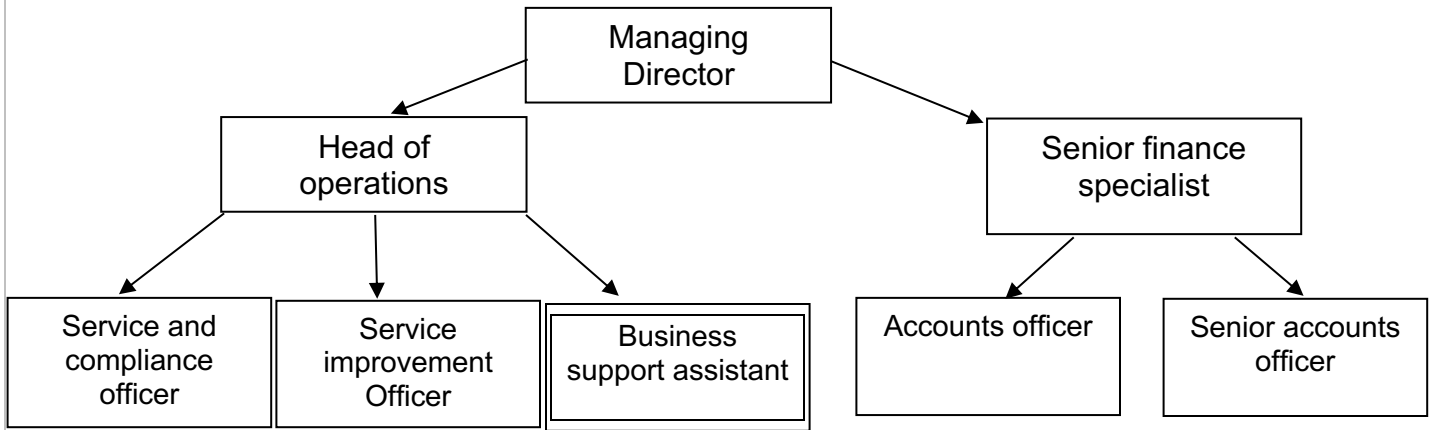


Loddon Homes Limited	Job Description	Job Reference
		TBA
Job Title	Business Support Assistant	
Location	Hybrid working	
Reports to	Head of operations	
Salary:	Type of position:	Hours per Week:
£15,000 + pension and life insurance	Permanent/ Full Time/ Part Time option	22 hours per week
<p>No two days will be the same as you support the business functions of this “all hands on deck” team. We’re a thriving and busy housing association looking to expand our team with a flexible working opportunity.</p>		
<u>Service Purpose</u>		
<p>The group (Loddon Homes and Berry Brook Homes) purchases high quality affordable, social and market rent homes for local people and makes a financial return to our Shareholder, Wokingham Borough Council. Loddon Homes Business Support Assistant will support the various functions of the housing association including:</p> <ul style="list-style-type: none"> ▪ Administrative support to the Managing Director, Head of Operations, Service Improvement Officer and Service and Compliance Officer: This involves face to face, email and telephone contact with internal colleagues, service users, contracting partners all the while ensuring excellent customer service is provided at all times ▪ You will provide support to multiple functions at any one time and therefore must be able to demonstrate the ability to prioritise and work to deadlines. ▪ Our customers are at the heart of what we do. You will act as a Brand Ambassador for Loddon and Berry Brook Homes, delivering an exceptional customer experience through identifying and fulfilling all customer needs at first point of contact. ▪ You will be adaptable and flexible in your approach to working, to ensure that all required tasks are completed as part of a small, one team, approach. 		

Loddon Homes Organisation Chart



Main Accountabilities of the post	
1.	To help organise and facilitate the day to day activities of the Loddon Homes team, including ensuring governance arrangements for the Loddon and Berry Brook Boards, monitoring and progressing resident repairs and maintenance matters, being the first point of contact for resident and partner enquiries
2.	Assisting with all arrangements associated with the co-ordination of Loddon Homes and Berry Brook Boards, including production of agenda packs, minute taking, action recording etc.
3.	<p>Provide a full support service to include:</p> <ul style="list-style-type: none"> • Production of various types of documents with a high degree of accuracy • Processing and co-ordinating reports to meet Board timescales and key meetings • Preparation of routine correspondence, draft letters, reports etc • Booking rooms and providing information and the necessary facilities for meetings as required • Collating and distributing papers as required • Attend meetings as required to take and produce clear concise minutes. To alert the team and Board members of any required actions prior to the next meeting • Circulating minutes and information and manage actions arising • Assist in the arrangement of formal and informal events • Setting up databases/spreadsheets in response to data collection needs • Establishment/use of systems to support work flow/work chasing
4.	Take ownership of calls/enquiries and ensure that outstanding tasks are followed up and dealt with to the satisfaction of both the customer and Loddon / Berry Brook Homes
5.	Ensuring an excellent customer experience for resident enquiries by delivering high quality customer service through the effective management of repairs and maintenance issues, complaints and resident enquiries.
6.	Ensuring accurate information relating to housing information is maintained and stored appropriately.
7.	Working in partnership with the Loddon Homes and Berry Brook Homes dedicated housing officer to ensure that actions arising from estate visits are completed and closed
8.	Ensure value for money for our customers through the continual monitoring of utilities; applicable tariffs and charges whilst ensure timely and accurate billing.
9.	To take ownership of customer communication channels to ensure residents are informed of matters that affect them as and when required.
10.	To undertake scheme compliance checks as and when required
11.	Uphold the Customer Care Charter at all times and work professionally in accordance with policies, procedures, standing orders and financial regulations

<u>Person Specification</u>		
Qualifications	Essential	Desirable
5 GCSE level (A*-C) to include English and Maths, or equivalent (or appropriate experience)	X	
Technical Skills.	Essential	Desirable
Previous experience of supporting a team and co-ordinating the teams efforts to achieve objectives	X	
Proficient in MS Office - able to use Outlook, Word Excel and PowerPoint without assistance and able to pick up other software packages easily. Utilises information and communications technology to access and communicate information	X	
Ability to create letters, emails, minutes and documents competently. Good attention to detail and accuracy	X	
Numeracy – works accurately with figures e.g. budget monitoring, calculate %, cross checking data	X	
Communicates effectively with people at different levels using all access channels	X	
Excellent organisational skills	X	
Work effectively under pressure in a busy, diverse and demanding work environment	X	
Well-developed listening skills and the ability to assimilate information	X	
Proven ability in capturing, storing and accurately retrieving information to meet service needs	x	
Tact, diplomacy, confidentiality and sensitivity	X	

Ability to work without supervision using own initiative	X	
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