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| Role title | Student Services Administrator | | | | | | | Date | | | June 2017 | | |
| Reports to Title | Facilities and Caretaking Co-ordinator | | | | | | | Version | | | 1 | | |
| **DBS Disclosure Required:** | **Yes** |  | **No** | **✓** | **Standard** |  | **Enhanced** | |  | **Enhanced +** | | |  |
| **Responsibility for End Results** | | | | | | | | | | | | | |
| Purpose:To provide relevant administrative support to a part of the business, typically including acting as the first point of contact for internal and external customers and other stakeholders. | | | | | | | | | | | | | |
| Key Responsibilities / Deliverables: | | | | | | | | | | | | | |
| **Main Accountabilities:** | | | | | | | | | | | | ***Time***  ***(%)*** | |
| 1. Contribute to the team’s achievement of its objectives, whilst operating in line with the L&Q values and delivering the highest levels of customer service. Acting as the ‘voice and face’ of the Trust, providing a student focused service across all categories, having regard for student satisfaction and financial strength at all times. | | | | | | | | | | | |  | |
| 1. Ensure own performance contributes towards team objectives and key performance of the business. | | | | | | | | | | | |  | |
| 1. Ensure the Trust’s procedures and processes are implemented. | | | | | | | | | | | |  | |
| 1. Work collaboratively with others across the Trust to ensure effective and efficient delivery of services. Liaise with relevant partners for internal and external functions to ensure service delivery. | | | | | | | | | | | |  | |
| 1. Maintain good relationships with key stakeholders and partners, promoting and representing L&Q. Engage with a range of stakeholders including residents, University of Brighton, fire service, police and contractors. | | | | | | | | | | | |  | |
| 1. Maintain the necessary relevant Trust records and systems. Examples include processing of invoices and purchase orders, both manual and via iBuy. | | | | | | | | | | | |  | |
| 1. Manage risks associated with areas under the jobholder’s control. | | | | | | | | | | | |  | |
| 1. Take on other administrative duties as required including but not exclusively – local performance reporting, minute taking, handling student queries in person, by email and on the phone, processing students’ post , issuing keys and dealing with maintenance issues. | | | | | | | | | | | |  | |
| 1. Work with minimal support and wherever possible pre-empt the support required by the rest of the team. | | | | | | | | | | | |  | |

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| **Financial Responsibility:** Enter below any typical revenue, operating or capital budgets for which the role is accountable. | | |
| None | | |
| **People Responsibility:**  Indicate below the typical number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range. | | |
|  | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | 0 | 0 |
| Please list below any outsourced service providers that are typically managed by the role (e.g. payroll), or any functional / project management responsibilities | | |

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| **Technical Knowledge / Skills** |
| List of technical knowledge/skills required to successful perform the job role; including professional qualifications |
| * Demonstrable experience of delivering customer focused services in a demanding, public facing environment |
| * Housing sector experience |
| * Highly organised, able to manage and prioritise a demanding workload and attention to detail- |
| * Good relationship management or stakeholder engagement skills |
| * Able to demonstrate an awareness of how operational matters impact on budgets and financial performance |
| * Understanding of relevant housing law |
| * Excellent communication, written and verbal |
| * Strong IT skills – MS Office suite |

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| **L&Q Values** |
| These are our guiding principles.  They describe how we deliver our mission and vision through our behaviours and actions. |
| **People** |
| * We care about the happiness and wellbeing of our customers and employees |
| **Passion** |
| * We approach everything with energy, drive, determination and enthusiasm |
| **Inclusion** |
| * We draw strength from our differences and work collaboratively |
| **Responsibility** |
| * We own problems and deliver effective, lasting solutions |
| **Impact** |
| * We measure what we do by the difference we make |
| **Other** |
| * Commit to supporting L&Q’s environmental policy and social mission * I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks |