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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.
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| 1. Ensure own performance contributes towards team objectives and key performance of the business.
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| 1. Ensure the Trust’s procedures and processes are implemented.
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| 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.
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| 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.
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| 1. Maintain the necessary relevant Trust records and systems. Examples include processing of invoices and purchase orders, both manual and via iBuy.
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| 1. Manage risks associated with areas under the jobholder’s control.
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| 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.
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| 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
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| * 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
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| * Understanding of relevant housing law
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| * Excellent communication, written and verbal
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| * 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
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| **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
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