

REGULATOR OF SOCIAL HOUSING ROLE PROFILE

Role	Administrative Support Officer	Directorate	Regulatory Engagement
Reports To	Head of Regulatory Operations	Section	Regulatory Engagement
Post Reference		Grade	11

Purpose of the Role

This role will provide high quality administrative and secretarial support primarily to the Regulatory Engagement team. The Administrative Support Officer will work collaboratively with other team members to provide a range of administrative support services. The job holder may be expected to support a number of teams/functions within Regulatory Engagement area and, at times, across the wider organisation.

The appointed officer will be expected to take a proactive and professional approach and to manage and prioritise a varied portfolio of administrative work.

Main duties and key accountabilities

1. Manage and co-ordinate key tasks and meetings for the Chief of Regulatory Engagement Directors and Assistant Directors and assist with diary management, etc.
2. Proactively establish and maintain efficient electronic and paper office administration and filing systems for the team, and assist team members with filing, scanning, safe storage of critical documentation, file retrieval and archiving.
3. Create and maintain various databases, lists, manuals etc.
4. Co-ordinate and support team internal and external meetings, including minute-taking, arranging travel and hotels for team members, and organising visitor arrangements.
5. Assist with document creation including standard letters, forms, applications, orders, records, registers, statistics etc, using electronic and paper systems as requested.
6. Manage and co-ordinate the organisation, printing, scanning, filing, and compiling of electronic and paper bundles of documentation as required.
7. Manage post, office supplies, and similar.
8. Assist with recruitment including electronic administration and in facilitating interviews in any RSH offices.
9. Assist in setting up rooms for meetings and the meet and greet of visitors and any other aspects required to support the meeting arrangements.
10. Proactively establish and maintain efficient systems for planning, co-ordinating and recording team leave arrangements.
11. Undertake other administrative duties and responsibilities as may reasonably be required, including backup administrative support to the Executive office and working flexibly and co-operatively with other administrative support officers across the organisation.
12. Provide support for other teams/functions and support and cover during periods of absence, for which training will be provided.

Working Relationships and Contacts

Internal Relationships:

- Work with the staff across the organisation to deliver services as required

Role Requirements

Qualifications

- Demonstrated written and oral communication skills
- A minimum of five GCSEs, grade A - C, including Maths and English.

Knowledge, Skills and Experience

- Excellent knowledge and practical experience of Microsoft Office software, exceptional data input abilities including proficiency using MS Excel, Word, Teams and Outlook
- Able to use a range of office machines including photocopying and scanning, and telephone systems
- Experience of preparing and proofing communication including letters, reports, minutes and emails
- Experience of providing administrative support including minute taking, records management and filing and diary management
- Accurate and fast typing skills
- Experience of working with personal information, able to maintain confidentiality and work to data protection requirements
- Strong interpersonal skills to help build and maintain excellent relationships with colleagues
- Flexible and collaborative team player with a solutions-focused approach
- Remains calm under pressure, handling competing priorities and delivering to tight deadlines

General Responsibilities

- To adhere to RSH's Equality and Diversity and Equal opportunities policies in all activities and to actively promote equality of opportunity.
- To be responsible for your own health and safety and that of your colleagues and all others in the workplace, in accordance with RSH Health and Safety policies.
- To demonstrate RSH core values in all working relationships within the workplace
- To work in accordance with RSH Data Protection Policies and adhere to RSH Freedom of Information policies where appropriate.
- To undertake such other duties as may be reasonably expected.