



## Job description

**Job Title:** Development Administrator

**Responsible to:** Regional Development Manager

**Purpose of the post:**

- To provide effective administration and support services to the West Regional Development Team.
- To administer works arising from fire risk assessments and liaise with customers.
- To ensure the efficient operation of the IT and reporting systems of the Regional Team and liaise with the central Development team.

**Key areas of responsibility:**

1. Maintain electronic files, organise and improve filing systems, collate key documents, legal files and set up new files. Ensure that all information required for key document files is in place.
2. Coordinate remediation works arising from fire risk assessments; arranging access to residents' homes, liaising with contractors, residents and other departments.
3. Provide administrative support to the West region's development team, including IT support as required. Take notes at meetings and prepare standard forms. To take on diary management and arrange meetings for the team.
4. Liaise with the Association's consultants and contractors as necessary, and arrange surveys (following instructions from Regional Development Manager and Development Officers).
5. Provide effective communication between other departments.
6. Administer invoice payments for West Development team.
7. Lead on regular reporting of contractor defects performance and chasing contractors for progress updates.
8. Compile, collate and process a variety of statistical information including satisfaction surveys.
9. Liaise with the Regional Development team to ensure the approved-supplier list is up to date.



10. Record and respond to new business opportunities.

11. Contribute to the achievement of the Development Team's targets and objectives.

12. To undertake any other duties as may be required by the Regional Development Manager.

**Organisational responsibilities:**

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act at all times within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
3. Participate in agreed internal and external training and events.
4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing but will be changed from time to time to meet the changing requirements of Hastoe.



## Person specification

Attributes	Essential	Desirable
<b>Education and Training</b>	<ul style="list-style-type: none"><li>• GCSE English and Mathematics or equivalent.</li><li>• Willing to pursue training and development activities as required.</li></ul>	
<b>Skills and Experience</b>	<ul style="list-style-type: none"><li>• Previous office administration experience.</li><li>• Proven experience of using Microsoft Office package including Outlook, Word and Excel to an intermediate level.</li><li>• Clear communication skills, both oral and written.</li><li>• Ability to communicate with a range of people, in person and by telephone.</li><li>• Good attention to detail.</li><li>• Ability to organise own workload and establish priorities with minimum supervision.</li><li>• Willing and able to work as a team member.</li></ul>	<ul style="list-style-type: none"><li>• Experience in a development environment.</li></ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"><li>• A commitment to providing an excellent standard of customer service.</li><li>• Able to work to strict deadlines.</li></ul>	



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| <ul style="list-style-type: none"><li>• Organised and flexible approach to tasks.</li><li>• Empathy with the aims and objectives of Hastoe.</li><li>• Able to travel occasionally to other Hastoe sites or estates.</li></ul> |  |
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