



JOB DESCRIPTION

Corporate Support Administrator

Viewpoint Housing Association (VHA) is a registered non-profit making organisation providing a range of general needs housing, supported housing and care services for older people in Edinburgh, the Lothians and Fife.

Established in 1947, our primary objective is to improve the quality of life and well-being of our tenants and care home residents through promoting independence, enabling choice and offering peace of mind in a safe, secure and supported environment. VHA's continued strong financial performance provides the platform on which we will invest in homes that are fit for the future as well as developing and improving our customer services. We put our customers at the heart of what we do and are creating a culture of continuous improvement in the services we deliver.

At Viewpoint people matter, not just our tenants but our staff. This is an exciting time in the organisation as we work together to shape and develop more customer focussed services. We are committed to our customers, staff and our communities. These values inform our plans and decisions and underpin the delivery of our strategic objectives.

Working at Viewpoint means working for an employer where people matter. It's important for our staff to be enthusiastic, genuinely caring and willing to learn.

Job Purpose
Reporting directly to the Head of Business Support, you will be responsible for providing a personal, dedicated administration service to support the Board, Sub Committees, Executive Team and corporate governance function of the organisation.
You will support the Company Secretary and the Head of Business Support in carrying out all Governing Body organisation and administration and maintain the governance and regulatory registers.

Key Responsibilities
<ul style="list-style-type: none">• Act as secretary/PA to the Chief Executive and the Executive Team with a particular emphasis on confidentiality.• Research and prepare reports as required for the Chief Executive and the Executive Team.• Liaise internally with colleagues at all levels and with external parties on behalf of the Executive Team.• With guidance from the Head of Business Support, organise all aspects of Governing body meetings for Viewpoint Board and Committees, including the preparation of agendas, collation, checking and distribution of papers, minute taking of all meetings and distribution of agreed minutes, actions and decisions.• Assist with the organisation of the Annual General Meeting including arranging invitations, recording of returns, recording of attendance, preparation of agenda, collation, checking and distribution of papers, minute taking and distribution of agreed minutes, actions and decisions.

- Manage bookings for and prepare meeting rooms at Head Office or other external venues as required by the CEO and Executive Team, including provision of food and drinks.
- Maintain Viewpoint company registers to ensure they are up to date at all times and that Board approval/homologation is sought where required.
- Act as central point of contact for Board members relaying and liaising between them and Executive Team as required.
- Provide any additional admin support to the Company Secretary as required.
- Receive, record and co-ordinate complaints for the Association, liaising with colleagues at all levels to ensure actions are taken and responses are issued within the timescales of the Complaints Policy
- Acting as point of contact in the absence of the Head of Business Support taking and relaying messages, and ensuring that information is relayed to appropriate person.
- Provision of general admin and project support, and website/social media communication oversight, engaging relevant staff as required.

Additional Responsibilities

Within organisational policies and delegated authority be responsible for:

- Inputting to your team systems, data and processes.
- Planning spending within an agreed budget.
- Undertaking organisational training as required, including health and safety, GDPR compliance and Safeguarding.
- Ensuring compliance with all relevant policies and procedures.
- Ensuring compliance with all procurement practices and processes within your area of responsibility.
- Providing accurate and timely management information contributing to overall business performance.
- To provide additional cover as requested when necessary.

Behaviours

- Be a role model for staff and stakeholders, showing energetic, determined, flexible and positive leadership that will support our organisational aims and outcomes.
- Adopt a flexible leadership style with the ability to challenge as appropriate and able to give and receive constructive feedback.
- Embed a coaching culture within your areas of responsibility that upholds the values of the organisation.
- Provide clear, authoritative and impartial advice and interpretation of complex situations
- Continuously monitor your area of responsibility and identify areas for improvement and organisational learning.

VHA Values

- Inspire with positive smiles and words
- Say 'yes I can and I will'
- Celebrate age, experience and wisdom
- Do according to our customers' wishes and ambitions
- Treat people (everyone is a VIP) as we would a "loved one"
- Work hard, have fun and laugh
- Stay courageous, creative and ahead of the game
- Work with those that share our values

PERSON SPECIFICATION

1.	Qualifications	D/E	Evidenced
	Educated to standard grade	E	
	Business or administrative qualification	D	
	Evidence of Continuing Professional Development	E	
2.	Skills / Abilities		
	Excellent verbal, written and presentation communication skills and the ability to work effectively with a range of customers, both internally and externally, whilst ensuring confidentiality	E	
	Excellent office/ICT skills in relevant software and in Excel	E	
	Knowledge of GDPR and data protection legislation and guidelines	E	
	Strong organisational and administrative skills, ability to prioritise	E	
	Proven problem-solving skills and the ability to deliver innovative solutions to meet deadlines	E	
	Self-directed and ability to multi-task with continued attention to detail and accuracy in your work	E	
	Ability to build relationships, be a confident speaker and active listener	E	
	Ability to deliver excellent levels of customer service at all times	E	
	Demonstrate digital approaches to your area of work	E	
	Ability to manage and monitor budgets	D	
3.	Experience		
	At least 3 years' experience in an office-based admin role	E	
	Experience of proficient and accurate minute taking	E	
	Experience of support Executive Teams	D	
4.	Knowledge		
	Awareness of Housing Associations, regulatory frameworks and performance standards	D	
	Interest in social housing sector and communities	D	
5.	Behaviours		
	Highly self-motivated with effective leadership style and a self-managing "can do" attitude	E	
	Determination and willingness to take on new challenges and responsibilities	E	
	Willing to challenge stereotyping, prejudice, discrimination and bias	E	
	Strong approach to performance management with the ability to define and measure outcomes of success	E	
	Able to deliver a vision of the future organisation	E	
	Willing to be flexible in working hours and able to travel as required	E	