**Role Profile**

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| **Job title:** Investment Programme Assistant |
| **Department:** Customer Service |
| **Reports to:** Investment Programme Manager |
| **Grade:** 2 |
| **Staff responsibility:** No direct reports |

**Organisational Structure**

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| Property Investment Co-ordinator  |

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| Investment Programme Manager  |

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| Investment Programme Assistant  |

**Job Purpose**

To provide an efficient and focused administrative support to the improvement of data held within the PIMSS Asset Management System.

**Key Accountabilities**

* To assist the Investment Programme Manager with the maintenance of PIMSS modules and the gathering of data on Asbestos, Electrical Safety Certification, Energy Performance etc, to demonstrate compliance with regulations
* To work with the range of systems within Cairn (PIMSS, Openhousing, Documotive etc), in order to extract information and documents.
* To be accountable for the quality of information added to maintain and update the Gas Servicing database and undertake appropriate procedural actions relating to the Gas Safety procedure.
* To provide information/ assistance to Property Investment Officers in dealing with customer queries relating to investment and cyclical projects.
* To provide reports to the Investment Programme Manager or Head of Property Services to assist with queries relating to Regulatory or Health and Safety compliance.
* To provide assistance to the Investment Programme Manager in the production of Key Performance Indicator information.

**Person Specification**

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| **Education** |
| * Recognised Administration qualification such as SVQ 2/3 in Business Administration
* Or at least 1 years general administration experience working in a busy office environment
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| **Experience** |
| * Experience of an administrative role within a busy office.
* Experience of producing statistical and other analytical information which is both accurate and well presented
* Experience of using Windows and Microsoft packages including Excel and Word
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| **Knowledge** |
| * Knowledge of interpreting data and building excel spreadsheets
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| **Skills and Abilities** |
| **Essential*** Ability to produce statistical and other analytical information which is both accurate and well presented
* Ability to work under pressure, using initiative and co-ordinate a varied and complex workload in order to meet deadlines.
* Ability to work under own initiative.
* Possess excellent verbal and written communication skills.
* Possess excellent numeric skills and the ability to work with Excel and use and develop spreadsheets.
* Good interpersonal skills to build and maintain working relationships and relationships with tenants and work as part of a team.
* Ability to understand and follow procedures.
* Be able to read through property surveys and extract information onto a template
* Be able to convert files into different formats

**Desirable*** Ability to monitor own performance against targets and apply continuous improvement practices
* Appreciation of and Commitment to the social housing and /or community development sectors
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| **Personal Qualities** |
| * Ambition (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation)
* Analytical reasoning (can make sound judgements, decisions and problem solve based on the data available)
* Compliance (adheres to policies and/or procedures, or seeks approval from the appropriate authority before making changes)
* Delegating (appropriately designates responsibility and refers problems or activities to others for effective action)
* Developing others (develops subordinates' competence by planning effective experiences related to current and future jobs, in the light of individual motivations, interest and current work situation)
* Empathy (understands the feelings and attitudes of others and is able to put oneself in others' shoes).
* Innovation (is change-oriented and able to generate and/or recognise creative solutions in varying work-related situations).
* Integrity (maintains and promotes organisational, social, and ethical standards and values in the conduct of internal as well as external business activities)
* Listening (draws out opinions and information from others in face-to-face interaction)
* Communication (is proficient in both written and verbal communication)
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**Core Competencies**

* Put our customers first
* Strive for excellence
* Be accountable
* Think and act as ‘one team’
* Demonstrate respect
* Achieve work/life balance