**Role Profile**

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| **Job title:** Governance Administration Assistant  |
| **Department:** Executive |
| **Reports to:** Governance Services Manager |
| **Grade:** 3 |
| **Staff responsibility:** None |

**Organisational Structure**

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| CEO |

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| Governance Services Manager |

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| Governance Administration Assistant |

**Job Purpose**

To provide effective administrative support to the Governance Services Manager.

**Key Accountabilities**

* Provide administrative support to the Governance Services Manager, and to members of the Board and Senior Management Team as directed.
* To be the key point of contact for Board Member enquiries, booking travel and accommodation and expenses reimbursement.
* Maintain registers, records and databases.
* Assist with servicing meetings including Minute taking, sourcing/booking venues and arranging catering, etc, for Board/Senior Management Meetings, AGM and Away Days.
* Diary management, arranging meetings, liaising with internal and external stakeholders.
* Assist with day to day office facilities functions including services and supplies.
* Circulate information on training and events from SFHA, CIH, Housemark, Share, etc., make bookings and maintain register of events attended.
* Updating website and CHAT intranet as directed.
* Update and maintain Shareholding member’s database and other records as appropriate and compliant with General Data Protection Regulations.
* Respond to queries from internal and external customers in relation to Governance Services activities.
* Assist in the production of statistical information related to Governance Services functions as directed.
* Undertake training, as necessary, to maintain high standards in the quality of work outlined in the job description.
* Provide a high level of customer service when dealing with internal and external customers.
* Adhere to the Association’s Health and Safety Policy.
* Carry out other Administrative tasks as required.

**Person Specification**

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| **Education** |
| * Recognised Administration qualification such as SVQ3-4 or HNC/HND in Business Administration, or 3 - 5 years’ experience working in an admin role within a busy office environment
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| **Experience** |
| * Experience in delivering a customer focussed service, dealing with senior level staff and Board members.
* Experience of building and maintaining working relationships with Board members, staff, service providers and other stakeholders.
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| **Skills and Abilities** |
| **Essential*** Excellent knowledge and experience of using Windows and Microsoft packages including Word, Excel, Access, PowerPoint and Office 365.
* Ability to produce statistical and other analytical information which is both accurate and well presented.
* Minute taking skills, ability to produce accurate Minutes/Actions Notes from meetings.
* Diary management.
* Ability to work under pressure, using initiative and co-ordinate a varied and complex workload in order to meet deadlines.
* Dealing with a range of sensitive and confidential matters such as information relating to staffing, and corporate decision making
* Ability to work with tact, diplomacy and discretion, ability to work on own initiative/self-starter and to have confidence and experience to make decisions.
* Possess excellent verbal and written communication skills.
* Ability to understand and follow procedures.

**Desirable*** Knowledge of the housing sector would be advantageous.
* Knowledge of governance and regulatory requirements related to a range of statutory bodies.
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| **Personal Qualities** |
| * Ambition; driven to do well, be effective, achieve, succeed and progress quickly
* Analytical reasoning
* 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
* Empathy; understands the feelings and attitudes of others
* 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 skills; ability to understand the opinions and information from others.
* Communication; is proficient and confident 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