

# **LOCAL SOLUTIONS**

## **JOB DESCRIPTION**

**Date:** January 2012

**Position:** Homeground Building Administrator

**Responsible To:** Homeground Operational Manager

**Responsible For:** Administrative/Reception Services at Homeground Building

### **JOB PURPOSE**

To work with the Homeground Manager in:

- Initiating maintenance service and repairs pertaining to building.
- Ensuring paperwork is completed in a timely and efficient manner.
- Provide a friendly and efficient reception service – usually Monday to Friday from 9am to 5pm whilst undertaking administrative duties on reception or elsewhere, as required.
- Providing flexible admin support to Homeground manager as required.
- Providing internal monitoring of costs and contracts.
- Corresponding with contractors, suppliers, funding bodies and associated stakeholders where appropriate.
- Assisting in the administration of rents and housing benefit for Supported Lodgings and hostel services.
- Administering invoices and payments promptly and accurately.

Within the Homeground Building to:

- Provide quality internal services, liaising with other parties (internal and external) as required.
- Provide a customer focused service that supports the Homeground Operational Manager and the Local Solutions Business plan.

- Maintain accurate records with regard to annual inspection of equipment and services.
- To make an active and effective contribution to the Homeground Building.

## **CORE RESPONSIBILITIES**

### **Strategy development and review**

To understand and support the services within the Local Solutions Business Plan; to deliver services that in conjunction with other strategies, will make life better for the people and places Local Solutions is here to support.

To work with colleagues within the Homeground Building to meet challenging but realistic targets against which the department can measure its progress in delivering its Business Plan.

### **Developing partnerships and working with others**

to have a role in maintaining:

- Local Solutions profile by providing excellent customer focused support
- Strong and effective relationships between the teams in the Homeground Building who have an important role to play in helping to plan and deliver the Local Solutions Business Plan.

### **Planning and delivering programmes**

With the Homeground Operational Manager to maintain and ensure the effective operation of processes for administrative and secretarial work that are required for smooth service provision.

### **Risk management**

To ensure that there are efficient systems in place to protect the information provided and stored for Local Solutions within the job role.

To work with the Homeground Operational Manager to ensure that robust contingency plans are in place in line with Local Solutions Disaster and Contingency Policy.

### **Monitoring performance**

To work with the Homeground Operational Manager and other relevant Managers to maintain and ensure the effective operation of systems to

monitor and report to appropriate levels of details and audiences on Local Solutions performance in:

- Delivering its Business Plan
- Meeting any internal or external demands for information to demonstrate compliance with targets, standards, statutory, regulatory or other requirements.

### **Managing Teams and Staff**

To work with the Homeground Operational Manager to ensure you have the necessary level of skills to effectively carry out your responsibilities and have the support you need to carry them out effectively.

To ensure that:

- Where necessary, issues are reported upwards to ensure that action is planned and its implementation monitored.

### **Corporate**

- To play a role in understanding and interpreting the changing environment Local Solutions operates in and effectively using this information in providing support to the Homeground Operational Manager.
- To actively and effectively contribute to the Homeground Hostel in driving forward to meet Local Solutions strategic objectives.

### **General**

- To carry out any other duties appropriate to this post, as necessary or as requested.
- To ensure that all Local Solutions policies and procedures are implemented within your area of responsibility.
- To ensure that all activities within area of responsibility comply with the Health and Safety Policy.
- Implement Local Solutions Equal Opportunity policies and Strategies ensuring that all practices and procedures are in accordance with good equality and diversity practice and that staff are aware of equality and diversity considerations in respect of their duties.

JOB HOLDER..... DATE.....

REPORTING TO..... DATE.....