

And Job Title	Modern Apprenticeship – Property Services Administration Assistant
Business Unit	River Clyde Homes (RCH)
Reporting Structure:	Reports to relevant Supervisor / Manager in RCH
Key Stakeholders:	Customers; other employees; partner agencies, consultants and suppliers.

Job Purpose:
Provide a full administration support service to the Property Services Directorate.

Key areas of responsibility (What you'll deliver):
<p>Undertake any tasks as required to provide full administration support services to the Property Services Directorate including:</p> <ul style="list-style-type: none"> • Collating / running reports • Updating (Asset) system information • Communicate with all internal customers and colleagues in a courteous and supportive manner. • Meeting and greeting customers and contractors at RCH reception • Ordering item such as stationery and PPE • Photocopying and distributing paperwork to relevant people • Attending meetings to take minutes • E-mail minutes and agenda for meetings • Be able to successfully complete MA in Business and Administration SCQF Level 6 qualification.

Expected behaviours/competencies (How you'll deliver): CF Level 1	
Business and Improvement Focus	<p>Contributes to planning of targets and objectives for own team Focuses personal effort on activities that contribute to improving performance and is open and receptive to new ideas and readily adopts new ways of working Seeks relevant advice/information from appropriate sources and offers new ideas and solutions to current challenges Shows enthusiasm for developing understanding of organisational challenges and solutions</p>
Customer Focus	<p>Treats customers as individuals by dealing with them in a confident and competent manner Resolves customer enquiries promptly at point of contact and only refers to others when genuinely appropriate Interacts well with all customers taking into account the different needs of customers</p>
Strategy and Policy Development	<p>Makes decisions in line with organisation strategies, policies and procedures and how these apply to own role. Understands strategies and policies and how these impact in own team</p>
Financial Awareness	<p>Understands the need for why annual budgets are set Understands the need to work within defined budgets Works co-operatively with management on identifying efficiency improvements</p>
Managing Performance	<p>Works to high standard with minimum supervision and support and demonstrates a strong desire to deliver agreed objectives and identifies the steps needed to achieve these Applies own knowledge and experience to resolve problems, keeping track of own progress, completing work to deadlines or informing others when targets can't be met Shares own knowledge and skills openly with others to improve performance and accepts and acts on feedback on own performance, reacting appropriately to both constructive criticism and praise</p>

Decision Making	<p>Assesses information available before deciding on course of action taken</p> <p>Uses previous experience, standard procedures and common sense to make decisions</p> <p>Can recognise when decisions need to be referred to line manager</p>
Teamwork	<p>Shows sensitivity and respect for others' feelings, cultures and beliefs, showing respect for diversity</p> <p>Makes a positive contribution to the team, supporting colleagues in their day-to-day work</p> <p>Handles disagreements as they occur, seeking a constructive solution</p> <p>Shows enthusiasm to broaden own experience, knowledge and skills for own team</p> <p>Welcomes new staff to organisation by sharing own knowledge and experience in applying organisational procedures</p> <p>Provides support and feedback to new and existing colleagues when needed</p>
Leadership and Role Model	<p>Is open and honest and is a good role model to other staff</p> <p>Readily accepts responsibility for decisions and actions taken, including difficult but necessary one</p> <p>Is knowledgeable about developments, ideas and opportunities in own team and in greater team in the organisation</p>
Communication	<p>Actively listens to what is said and asks questions to aid understanding when unclear</p> <p>Presents spoken and written information clearly and concisely</p> <p>Relays information obtained from customers on service levels, needs and preferences to line manager</p> <p>Keeps customers fully informed of outcomes to any query raised, even if not able to answer query immediately</p>
Equalities and Diversity	<p>Treats everyone with respect</p> <p>Is prepared to increase own knowledge of the varying needs of customers/ colleagues from different backgrounds and experiences</p> <p>Considers impact of own actions on others and amends behaviour as appropriate</p> <p>Challenges inappropriate behaviour and language in others</p>
Health and Safety	<p>Shows good awareness of health and safety regulations in the workplace</p> <p>Ensures own behaviour complies with all health and safety requirements</p> <p>If a potential H & S risk to themselves or others is identified by them, this will be immediately reported to their line manager</p>

To be successful in this role you should be able to demonstrate the following (knowledge / skills relevant to this role):

Have a positive outlook where you are enthusiastic, willing to learn, punctual, reliable, and self-motivated, with a good attention to detail.

You also must have National 4 (Grade C or above) or above in English and Maths and good writing skills alongside a working understanding of the basic function of IT packages inc. Microsoft Word and Excel.

You should have an interest in learning more about administration roles.

A willingness to participate in a Modern Apprentice programme.

Excellent ability to follow instructions and pass on information in a clear manner, both written and verbal.

A willingness to learn and develop new skills.

Proposed evaluation criteria:

No evidence presented by candidate	Limited, or inconsistent	Clear evidence demonstrated by candidate	Evidence presented by candidate above and beyond expected
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	evidence presented by candidate		
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