JOB DESCRIPTION

JOB TITLE: **Administration Assistant**

DEPARTMENT / SERVICE: **Link Group Strategic Asset Management**

Strategic Asset Planning is a business-critical activity that ensures we understand our stock and assets and have fully costed programmes across Service and Compliance and Investment that are financially sustainable for the organisation and help us achieve net zero.

PURPOSE OF THE JOB

The post holder will provide a comprehensive range of professional, effective, and efficient administrative services and support to the Strategic Asset Planning team as required.

MAIN AREAS OF RESPONSIBILITY / TASKS

Strategic Asset Planning

- Maintain strategic asset planning data and manage records in line with legislative requirements and document retention periods, including filing, archiving, and storage of documents
- Identify when EPCs are due, or investment works have been completed and requesting updated EPC from our Domestic Energy Assessors, validating new EPC data across digital systems.
- Uploading of property attribute and stock condition data to systems linked to stock condition plus survey
- Upload service and compliance data and review of associated dashboard reporting
- Extracting data from digital systems linked to planning and reporting
- Assist with the building of Service and Compliance and Investment Programmes in digital systems from stock condition survey linked to building 30 year costed plans
- Support the administration and management of energy assets, supplier and third-party arrangements, meter and cost data, renewable incentive returns, strategic energy assessments, and related works documentation and stakeholder liaison.
- Assist officers to review and update asset related policies, procedures, data housekeeping, and process mapping
- Clearly communication of messages to all staff and customers.
- Maintain contract files both electronically and where applicable in paper format.

General

- Assist the team by carrying out research and fact-finding/validating and ensuring that energy and sustainability-based information is disseminated to colleagues
- Assist in the production of reports and other written information as required by colleagues and Link's tenants and their respective communities.
- Assist team in data cleansing and administration of our SharePoint sites

- Maintain asset planning data and manage records in line with legislative requirements and document retention periods, including filing, archiving and storage of documents.
- Support team with general administration duties including distribution of incoming mail and preparing outgoing mail for collection
- Act as a first point of contact for day-to-day enquiries from staff and customers
- Prepare and issue regular communications such as letters, email and reports
- Ensure agreed service standards are maintained
- Process and code invoices for payments as directed in accordance with Link's authorisation procedures
- Support the team in the preparation of funding bids, data collection and supporting design team and progress meetings
- Support the team to deliver its net zero and sustainability ambitions
- Attend and contribute to team meetings
- Provide training and support to Trainee Administrators
- Maintain a flexible approach to provide cover for other administrators within the team
- To actively promote the Equality, Diversity and Inclusion Policy and practice in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies
- To comply with the Health and Safety Policy, reporting any matters of concern to the Health and Safety Officer, Representatives or line manager
- To ensure that all data within the remit of the postholder's responsibility is held in accordance with data protection legislation and Link's information management protocols.
- To adhere to and ensure staff compliance with all group and partner policies, rules and the Code of Conduct.
- To carry out other duties which may be required to meet the needs of the job / or Link

RELATIONSHIPS

- Strategic Asset Management
- C~urb6
- Contractors
- Consultants
- Service Providers (such as utility companies)
- Tenants
- External agencies

ACCOUNTABILITY

The Administration Assistant is accountable to the Strategic Asset Planning Co-Ordinator.

PERSON SPECIFICATION

EDUCATION & QUALIFICATIONS	ESSENTIAL	DESIRABLE
SVQ Business Administration Level 3 (or equivalent)		√
KNOWLEDGE / EXPERIENCE & SKILLS		
Proven experience in a service delivery administration role	√	
Knowledge of service and compliance related services, procedures and legal requirements		√
Experience of maintaining statistical, regulatory and legal records in both manual and electronic systems		√
Experience of planning and scheduling appointments		√
Experience of delivering services against a range of key performance indicators	√	
Knowledge of and commitment to excellent customer care	√	
Excellent written and verbal communication skills	√	
Demonstrable knowledge, understanding and application of software packages including Microsoft Word and Excel	√	
Experience of using Housing Management IT systems		√
Excellent organisational skills with flexibility to provide a proactive and responsive service	√	

SUMMARY TERMS AND CONDITIONS OF EMPLOYMENT

This is a summary of the general terms and conditions of employment of Link Group employees. Those quoted apply to full-time posts and part-time staff will be eligible to receive the same employment terms on a pro-rated basis. Employees on fixed term contracts are also eligible, subject to the restriction of their contract. An individual contract may determine additional terms particular to that appointment and employees should also refer to their own contract of employment.

Employer	Link Group Registered Office; Link House, 2c New Mart Road, Edinburgh, EH14 1RL.
Hours	Normal hours of work are 35 hours per week 9:00am to 5:00pm with a minimum 30-minute unpaid lunch break, together with such additional time as is necessary for the proper and efficient discharge of your duties.
Flexible Working	Flexible working options in most roles and services based on the operational need of the business e.g. time off in lieu, flexi-leave. Link offers hybrid working for suitable roles, so there may be opportunities for home working.
Contract	Permanent
Location	Normal place of work will be Falkirk and you are also required to travel across all areas of Link's services to fulfil the duties of the post based on business needs.
Salary	£30,132.00 to £38,293.00 per annum Salary will be dependent on skills and experience An Inflation-Related Pay Award is normally awarded annually in April.
Probation	This role is subject to a 4-month probationary period.
Performance Related Pay	Discretionary annual performance-related salary increase and/or non-consolidated (bonus) pay awards subject to terms of the scheme.
Pay Date	Salaries are paid on the 25th of the month. When the 25th falls on a public holiday or weekend, you will be paid on the last working day of that week.
Annual Leave	Annual leave is equal to 35 days per year (including public holidays) rising to 40 days. Annual leave will be pro-rata for part-time staff. The holiday year runs from 1 April to 31 March. Holiday entitlement for part years is calculated on a pro-rata basis.

Pension	Link automatically enrols eligible employees to the defined contribution pension scheme which operates as a net pay arrangement by default. The minimum auto-enrolment rates are: • Link: 5% of basic salary • Employee: 3% of basic salary Employees can opt to increase their matched contributions: Employee: 4% 5% 6% 7% Link: 6% 7% 8% 9% Unmatched additional voluntary pension contributions (AVCs) may be made through salary exchange or a net pay arrangement, as either a lump-sum payment or monthly deductions.
Pension Contribution Salary Exchange Scheme	Eligible employees can opt in to the scheme by varying their contract of employment to give up a percentage of their gross salary/pensionable earnings (before tax and National Insurance). In return, Link will make a pension contribution of the same value on their behalf, rather than the contribution being deducted through the net pay arrangement.
Company Sick Pay	Enhanced company sick pay on a sliding scale based on an employee's continuous length of service up to a maximum of 26 weeks full pay and 26 weeks half pay.
Company Familial Leave	Enhanced familial leave and pay entitlements.
Business Travel	Authorised business travel undertaken in a private vehicle must be claimed on a cumulative basis for all business miles travelled within the financial year (6 April to 5 April). Mileage rates are subject to change and are typically aligned with HMRC Mileage Allowance Payments: 45p per mile for the first 10,000 miles and 25p per mile thereafter, with an authorised passenger allowance of 5p per mile.

HEALTH & SAFETY

Health & Safety	Link promotes a healthy and inclusive working environment and achieves this aim by supporting active, staff-led Health and Safety Committees, benefits and promotions

Lone Workers	Link provides a range of lone working risk assessments, devices and support from managers with a 24/7 alarm receiving centre to reduce risks of working alone for periods of time.
Smoking	All Link group offices operate a No Smoking Policy (includes cigarettes and e-cigarettes (vaping). Dependant on your role, you may have to work with people who use our services where there could be an exposure to passive smoking.
Work Wear	Post holder will be provided with appropriate work wear and protective clothing and/or equipment to carry out the duties of your post. Where applicable, it is a condition of your employment that you wear the clothing and/or equipment as provided.