



Development Assistant

Job description and person specification



Job description – Development Assistant

Reporting to the– **Development and Quality Co-ordinator**

Work location: Hybrid attending Housing Plus offices as required.

Summary of role:

The Development Assistant plays a key role in administering the development programme. This person will provide a high quality administrative service to the Director of Development and the Development Team.

This role of Development Assistant plays an integral part in the Development Team which enables the operational delivery of the following organisational priorities:

- Delivering more for our customers
- Having the capacity to build more homes
- Being a great place to work for our colleagues
- Being a financially resilient business
- Being a key influencer in the region

The role has responsibility for role modelling and embedding our valued behaviours, and supporting the wider business to develop a positive, inclusive and engaging culture:

- Own it – Make it happen
- Improve it – Move things forward
- Live it – Show understanding and compassion

This role will be hybrid with office based work as required.

Key areas of responsibility:

- To maintain and oversee the accurate recording of payments made to outside organisations and individuals connected with development schemes and development activities, ensuring financial procedures and standing orders are adhered to.
- To assist in setting up any relevant filing system both electronically and hard copy in line with procedures and ensuring that documents are filed correctly and in a timely manner.
- To assist in ensuring that documents required for Audit as per the Homes England list of compliance and the charging requirements are saved electronically.
- Ensure all necessary documents are scanned, saved electronically and relevant hard copies retained.
- To participate with general workload of the section and help with cover for other team members in their absence, to strive to improve the efficiency and effectiveness of the overall section responsibilities and services provided.
- To arrange key events such as Team Meetings, Annual Performance Reviews, One to Ones, Programme Management Meetings and ensure all documents are distributed and dates entered in teams schedulers.
- Take minutes of Team Meetings and Programme Management Meetings, type up and distribute.
- Arrange other meetings and consultation events as requested by team managers, arranging rooms, refreshments, and collecting of visitors.
- Co-ordinate information for Development reporting.

- Ensure and pursue relevant information to facilitate handover is available as per the Group's handover procedure and escalate issues to the relevant Project Manager when required information is provided to other teams in line with current procedure.
- Support the handover of new properties on-site as required.
- Assist with the setting of service charges for development teams and putting the service in place in conjunction with the finance and area teams.
- Provide administrative support to the team, making full use of the Microsoft Office Suite (Word, Excel, Powerpoint etc).
- Provide and produce presentation material and reports when required for the team. Provide regular update of scheme information to Marketing and Business Research for use on Internet, press releases, etc.
- Train new members with regard to standard team practices, and basic IT information e.g network drive and filing system.
- To maintain close working relationships with other teams within the Group.
- To undertake training as required.
- To undertake any other duties that the Director of Development or Regional Development Managers may request from time to time.
- Provide administrative support to the Development and Quality Co-ordinator by arranging end of defect visits, mail-merges and telephone appointments as required.
- Monitor Scheme Valuations and update when required.
- Obtain and update plot and address schedules on Development database.
- Liaise with finance to add new sites to cadre.

Additional responsibilities:

➤ **Health and Safety:**

In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Line Manager and Safety Representative achieve our Health & Safety aims and objectives, you will be conversant with the Current Health And Safety Policy on the Intranet in particular the Statement of Intent and section 5.6 and 5.7 of the Policy "Health & Safety Responsibilities".

- Responsible for ensuring that all of the Group's Health and Safety policies and procedures are fully implemented and adhered to

➤ **Data Protection:**

- To follow the Data Protection principles in all work activity
- To attend any training specific to the role regarding GDPR

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Person Specification

What do I need to be successful as the Development Assistant;

- Role model the Group's valued behaviours; Own it, Improve it and Live it, ensuring valued behaviours are embedded in your team through effective support, recognition and performance management.
- A team working ethos.
- Ability to champion collaboration, break down silos and encourage a one team mentality.
- Able to communicate, support the organisation's strategic priorities, culture and purpose.
- The ability to contribute to and encourage new ways of working. Be consistently positive about new ideas and learning.
- A sound understanding of the challenges facing the housing sector.
- A strong commitment to Equality, Diversity and Inclusion.
- Ability to work at pace.
- Able to communicate complex information in a concise and accessible way.
- Knowledgeable and up to date regarding technology and digital aspects of portfolio.

Additional specialist skills and qualifications to be successful in this role:

- It is desirable, but not essential to have an NVQ level 3 in Business Administration (Desirable)
- GCSE or equivalent in Maths and English (A to C) (Desirable)
- Excellent verbal and written communication skills. (Essential)
- The ability and drive to ensure that the customer's interests are at the forefront of the service delivered. (Essential)
- Excellent level of information technology skills, able to competently use standard Microsoft Office Products; analyse and manipulate data. (Essential)
- Excellent interpersonal skills. (Essential)
- Expresses sensitivity and discretion when dealing with colleagues and customers. (Essential)
- Sound knowledge of the Group's standing orders. (Essential)
- Ability to work to deadlines and agreed targets. (Essential)
- Excellent numeracy skills. (Essential)
- Willing to work outside normal hours at periods of peak workload or as required for out of hours meetings etc. (Essential)

Training and Development:

In line with our Group values 'Own it, Improve it, Live it' you will receive a role specific training plan to support you in the role of Development Assistant.

You will be required to complete continuous professional development, to further support your role and the Group.