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| **JOB DESCRIPTION** | |
| **Job Title:** | Corporate Services Assistant  Fixed Term 14 months  Part time 3 days per week |
| **Grade:** | E.V.H Grade 5 (Pts 13-16) |
| **Responsible to:** | Head of Support Services with additional supervisory input from Finance Officer and Governance & Compliance Officer |

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| **1.0 Job purpose** |
| To ensure that EKHA provides a high quality service to all of its customers across the entire range of its activities.  To carry out the general and specific duties outlined below in a positive and flexible manner and in co-operation with all members of the staff team. The post has a high level of contact with customers. |
| **2.0 Main responsibilities** |
| The postholder will carry the formal responsibility for delivering the key tasks set out below. They will be achieved through effective working relationships with those in the identified key relationships. However, this job description does not limit or define the scope of this role.   * Ensure that the Association provides effective and efficient service to all its stakeholders (internal and external customers,tenants, board and Association staff) which complies with good practice and EKHA policy. * Contribute to the overall operations of EKHA, including assisting the corporate services team. * Provide corporate administrative duties |
| **2.1 Corporate services** |
| * Provide administrative support for training and development of staff and Board. * Provide occasional PA support services to the Chief Executive as required * Upkeep of HR records * Ad hoc tasks as required. |
| * 1. **Social media, website and PR** |
| * Assist with an EKHA ICT and digital business strategy and policies. * Assist in updating EKHA’s website and social media platforms with the latest information. * Assist in the effective running of the EKHA app. * Assist in the publishing of quarterly newsletters. * Assist the Chief Executive in compiling and publishing the Annual Charter Report to Tenants. |
| **2.3 Governance and Board** |
| * Assist in the recruitment of new Board members as and when required and governance training, induction and briefing sessions. * Co-ordinate annual Board appraisals and assist with the co-ordination and delivery of training and individual learning and development plans. * Assist in the preparation of the annual Board and Sub-committee meeting schedule and calendar of meetings and events. * Co-ordination of meeting arrangements and the distribution of reports/documents for Board and sub-committees. * Co-ordinate and attend monthly evening Board meetings, including minute taking. * Maintain confidential recording systems for key decisions of the Board and sub-committees and taking minutes of Board, sub-committee, Office Bearers and leadership team meetings as required. * Maintain governance registers such as membership, details of Board and Office Bearers, attendance registers, Code of Conduct, Declaration of Interests, Gifts and Hospitality and so on. * Assisting the Chief Executive with the planning and co-ordination of the annual strategic planning review day. |
| **2.4 Maintaining operational and organisational standards** |
| * Act in the best interests of EKHA at all times. * Support EKHA’s goals and values * Follow all EKHA policies and procedures. * Adapt to legislative, regulatory and organisational changes in the work environment. |
| **2.6 HR support** |
| * Maintain a staff time management system, including exploring flexible/hybrid working opportunities. * Ensure all sick, annual, flexi and TOIL leave is recorded and accurate records are kept. * Assist with the recruitment and selection process. * Co-ordinate approved training/seminars/conferences and record on the training register, ensuring that they are within the agreed budget. * Assist in the implementation and ongoing maintenance of any external accreditations, e.g. Investors in People. |
| **3.0 Living our values** |
| EKHA will continue to develop as an organisation to deliver its long-term aims. The developing direction and priorities of the Association will require flexibility and post holders will be required to not only promote, live up to and exhibit EKHA’s core values in all that they do, but also to drive and then respond to any changes to these values within the scope of their job role. As at August 2022 the EKHA organisational values are:  Empowering   * Kindness * Holistic * Agile |
| **4.0** **Key relationships** |
| * Tenants, members and other customers * The Board, its Sub-committees and any short life working groups or other approved tenant groups * Leadership team * Staff team * Partner agencies, third sector bodies and stakeholders * Appointed contractors and consultants * SFHA, GWSF, LVHF and other representative and sector bodies * South Lanarkshire Council * Local elected members, MSPs, MPs, MEPs * Scottish Housing Regulator * Information Commissioner * Scottish Public Services Ombudsman * Scottish Government |
| **5.0** **Special conditions** |
| * You may occasionally be expected to undertake activities outwith working hours e.g. Board, training or critical incidents/emergency situations that may arise. * Undertake training as necessary to maintain high standards in the quality of work as outlined in the Job Description. * Work with the Health & Safety administrator to ensure regulations are adhered to and the full staff team and volunteers are fully conversant with relevant regulations. * Actively promote the Equality and Diversity Policy and practice in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies. * Work in accordance with EKHA’s performance standards, core values, behaviours and any instructions and/or training received.   This Job Description is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the postholder may be required from time to time to undertake such other reasonable duties as may be required by the Chief Executive or Board. |
| **6.0** **Review** |
| This Job Description will be reviewed as and when required in accordance with EKHA’s review mechanisms. |

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| Signed as accepted by |  |
| Full name (printed) |  |
| Date |  |

**PERSON SPECIFICATION – CORPORATE SERVICES ASSISTANT**

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| **Education and qualifications** | **Essential** | **Desirable** |
| Educated to SCQF Level 6 (Higher) or equivalent | **🗸** |  |
| Evidence of continuing professional development. |  | **🗸** |
| **Knowledge and experience** | **Essential** | **Desirable** |
| Experience providing administrative support to senior management or Boards. | **🗸** |  |
| Organising meetings, co-rodinating training and accurate minute-taking. | **🗸** |  |
| Experience of working with voluntary Board members and co-ordinating meetings |  | **🗸** |
| Experience in accurate record keeping | **🗸** |  |
| Experience of working with a Registered Social Landlord (RSL). |  | **🗸** |
| Supporting HR processes (recruitment, training, maintaining staff records). | **🗸** |  |
| Knowledge of governance processes or HR/employment law. |  | **🗸** |
| Understanding confidentiality, GDPR, and record-keeping requirements. | **🗸** |  |
| Demonstrable experience of updating websites, social media, and newsletters. | **🗸** |  |
| Experience in working with professional social media |  | **🗸** |
| **Skills and abilities** | **Essential** | **Desirable** |
| Good communication skills both written and oral. | **🗸** |  |
| Ability to plan and prioritise effectively, in order to achieve demanding personal and team targets and deadlines. | **🗸** |  |
| Effective organisational and administrative skills with attention to detail. | **🗸** |  |
| Excellent people skills and able to relate to a wide range of people at all levels. | **🗸** |  |
| Leads by example, is trusted, motivational and inspiring, while living the EKHA values | **🗸** |  |
| Ability to cope calmly with competing demands, use own initiative and work as an effective team member. | **🗸** |  |
| Commitment to social housing and high quality service delivery. | **🗸** |  |
| Proficient in Microsoft Office and ability to learn new systems. | **🗸** |  |
| Ability to work independently and as part of a team. | **🗸** |  |
| Knowledge of digital communications and how to use them. |  | **🗸** |
| Flexible, adaptable, and customer-focused. | **🗸** |  |
| **Other Requirements** |  |  |
| Able to work flexible hours, including evenings and occasional weekends and travel to locations EK-wide as required. | **🗸** |  |
| Competent and appropriate IT skills, willing to embrace social media and digital solutions for the benefit of customers. | **🗸** |  |
| Understand the importance of actively promoting Equality, Diversity & Inclusion in all aspects of the job role | **🗸** |  |