

## JOB DESCRIPTION

<b>Job Title:</b>	Business Assurance Administrator
<b>Service / Department:</b>	Assurance Department
<b>Reports To:</b>	Business Assurance Manager
<b>Responsible For:</b>	n/a
<b>DBS Check:</b>	n/a

### Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

The Business Assurance Administrator will provide a full and effective administrative and project support service to the Business Assurance team. This team is responsible for a range of corporate reporting for the business including KPI performance and benchmarking. The team are responsible for the delivery of the internal audit programme, maintaining the corporate risk register and business continuity plan as well as managing the corporate policy and procedure library.

The team also form the Data Protection Team ensuring organisational compliance with data protection. The post holder will also support the Head of Service in relevant areas, as required. The Administrator will provide excellent customer care to internal and external customers of the Association.

### Main Duties and Responsibilities:

- Provide a full range of administrative and project support to ensure the smooth running
- of the department including setting up and managing excel records, carrying out data
- analysis, data inputting and support to produce a range of reports.
- Provide the administrative support for meetings held within the team including the Data
- Protection department.
- Assist with effective document management and control along quality assurance
- principles, and ensure accurate maintenance of electronic filing systems and processes.
- Update website and maintain the intranet records for the department.
- Maintenance of an accurate Policy and Procedure Register working with internal policy
- leads to ensure a fit for purpose suite of corporate policies and procedures.
- Provide administrative support to the Data Protection team including the maintenance of
- the data protection registers, monitoring the DPO dedicated inbox, assistance with
- responding to DSAR's and the promotion of data protection good practice across the
- business.
- Be consciously aware of, and use, Salvation Army Homes safeguarding and health and safety rules,
- dealing
- with and / or reporting issues in accordance with local requirements.
- Undertake any reasonable additional duties as instructed by the line manager or senior
- management team within the spirit of the role or aims and objectives of the Association.
- Have a good understanding of the work of Salvation Army Homes and an empathy with its mission.
- Lead by example in promoting non-discriminatory behaviour to ensure an equality of

opportunity for all. Promote diversity as making good business sense and work in an inclusive manner.

- Abide by all policies and procedures of Salvation Army Homes.

### **Related Activities:**

- Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

## **PERSON SPECIFICATION**

### **Qualifications and Memberships:**

Though not essential, the following membership / qualifications or equivalent level experience would be beneficial in this role:

- Appropriate professional experience in providing efficient administrative support to a team.
- Educated to GCSE level.

### **Aptitudes and Abilities:**

- Numerate and data rational.
- Good time management with an ability to manage own time.
- Highly organised and able to prioritise a varied workload across multiple functions.
- Excellent attention to detail.
- Ability to work on own initiative.
- Displays innovation.
- IT literate, comfortable with using MS Office applications and bespoke databases, including Sharepoint and Power BI.
- Strong interpersonal skills with an ability to liaise effectively with a wide range of stakeholders and audiences.
- Agile and responsive to change, particularly in an evolving and challenging external environment.
- Flexibility with working hours.
- Prepared to travel to corporate events, regional offices and sites around the country.
- Ability to work outside normal working hours in accordance with the needs of the business.

### **Experience and Interests:**

- Previous experience in office administration providing full and varied support to team members.
- Demonstrable experience of use of MS Office software.
- Knowledge of the social housing sector.
- Previous experience of working within a social housing environment.
- An understanding of the structure, ethos and work of The Salvation Army.

### Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

<b>S</b>	<b>Servant Leadership</b> – we help people thrive	Have we given our audience everything they need to succeed in their next step?
<b>P</b>	<b>Passion</b> – we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
<b>I</b>	<b>Inclusion</b> – this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
<b>R</b>	<b>Respect</b> – we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
<b>E</b>	<b>Empowerment</b> – we have trust	Have we given the right context to our message? Has our communication been story-driven?