

JOB & PERSON SPECIFICATION



JOB DESCRIPTION

Job Title:	Quality Assurance Administrator
Service:	Quality Assurance Department
Reports to:	Quality Assurance Manager
Responsible for:	N/A
DBS check	Basic

Job Purpose:

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

Quality Assurance is a dedicated team providing external, contracted services, mostly to The Salvation Army.

The Quality Assurance Administrator will provide a full and effective administrative and project support service to the QA team, in addition to supporting the Head of Service as required. The Administrator will provide excellent customer care to internal and external customers of the Association. The post holder will be required to attend the Braintree office at agreed frequencies in order to undertake specific duties.

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 databases and excel records, and support to produce a range of reports.
- Ensure the efficient management of post received into our regional office, including scanning and filing of documents.
- Provide administrative support to the Quality Assurance team in the delivery of external contracts, particularly in supporting the management of Retired Officer properties.
- Support with the administration of meetings held across the 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 intranet records for the department.
- Assist with compliant archiving, retention and storage of documents as required.
- Be consciously aware of, and use, Saha 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 Saha and an empathy with its mission.
- To adhere to the Association's policies, procedures and strategies as applicable with particular reference to the Health and Safety and diversity documents.

Related activities:

- Participate in essential training and role related training.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Saha values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION

Job Title:	Quality Assurance Administrator
Service:	Quality Assurance Department

Essential Qualifications / Memberships:

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

Aptitudes / 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.
- 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 / 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. They mean a lot to us. They help define how we should all work and this helps us to stand out from other providers and employers. Please see overleaf.

VALUES AND BEHAVIOURS

Saha SPIRE Values

Servant Leadership

We help people thrive

We set high benchmarks with an encouraging and supportive leadership style

Passion

We love our work

We invest in the lives of residents and fight to do better for them

Inclusion

This is a team effort

We provide an environment where everyone has a sense of belonging and feels respected and valued

Respect

We show respect for all

We create a place where residents, colleagues and partners are all encouraged to contribute

Effectiveness

We find a way

We deliver meaningful change and are committed to achieving our objectives

The Four Pillars

Our Practices

Building for and serving customers

Our Places

Investing in decent, safe, and affordable homes

Our People

Being an employer of choice

Our Pounds

Achieving value for money and financial resilience