

> Operations> Supported and Temporary Housing

What's it all about

Within the Business Development team and reporting to the Portfolio Lead, as the Portfolio Administrator you will be responsible for delivering a highly customer-focused, effective, and efficient administration service to our portfolio team. Your responsibilities will involve providing comprehensive administrative support across various areas, contributing to the smooth functioning of the team and maintaining a stable portfolio.

How you'll make a difference

Expected Outcomes:

- Provide seamless administrative support to the portfolio team, ensuring all administrative processes are executed efficiently and accurately.
- Streamline workflow processes, resulting in improved team productivity and the timely completion of tasks.
- Maintain a high level of accuracy in data entry and document creation, delivering data accuracy and compliance.
- Handle customer enquiries with professionalism, providing accurate information and assistance to enhance customer satisfaction.
- Establish and maintain centralised document storage for all cases and other essential documentation, ensuring easy accessibility and organisation.
- Be an integral and valued member of the team, fostering a collaborative and supportive environment through effective communication and teamwork across all teams.

How you'll do it

- Execute administrative tasks with precision and attention to detail, ensuring that all required processes are supported effectively.

- Collaborate with the relevant teams to maintain data accuracy and progress tasks.
- Contribute to the development and maintenance of a rigorous compliance function within the teams, ensuring adherence to policies and regulatory standards.
- Take pride in your works ensuring the highest level of presentation for correspondence.
- Collate and input all data accurately and in a timely manner.

General:

- Take ownership of your own development, and learning, including obtaining professional qualifications.
- Ensure you at all times are working in line with our financial regulations, health and safety policies, code of conduct and all other NHG policies.
- Foster positive internal working relationships with other operations directorates and across NHG.
- Collaborate with others to deliver specific projects or service improvements.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. This role is at officer level.

Essential knowledge, experience and skills including qualifications and professional membership.

Essential:

- Demonstrable ability to deliver full administrative support, including handling tasks efficiently and maintaining organised workflows.
- Proficiency in processing paperwork and contributing to financial accuracy within administrative processes.
- Excellent verbal and written communication skills, with the ability to adapt communication styles for different audiences.
- Ability to work independently on standard processes and collaboratively as part of a team, providing support where needed.
- Flexibility in role to meet the dynamic needs of the portfolio team.
- Exceptional organisational and time management skills, ensuring work is delivered within deadlines.
- Good problem-solving skills, addressing issues promptly and effectively.
- Ability to validate information, show attention to detail, and contribute to data management processes.
- Ability to work as part of a team, being a flexible and cooperative team player, and interacting effectively with colleagues across different business levels.
- Proficiency in the full Office 365 suite of software.
- Proven ability to work proactively, independently, and collaboratively to achieve objectives.
- Understanding of compliance principles and a commitment to ensuring policies and processes are followed.