



**Drumchapel  
Housing**

Co-operative Limited

## **Job Description and Person Specification**

<b>Job Title:</b>	Corporate Services and Finance Officer
<b>Grade:</b>	EVH Grade 7
<b>Status:</b>	Permanent / full-time
<b>Reports to:</b>	Director and Corporate Services & Finance Manager

### **Job summary**

The Corporate Services and Finance Officer is responsible for delivering professional support services across these key areas reporting directly to the Director and the Corporate Services & Finance Manager.

Responsible for the effective administration of Human Resources, Health & Safety, Website administration and development, Communication, Corporate Governance, Board support and administration and Finance support services as directed.

The role requires excellent communication skills and a clear focus on delivering excellent customer service through continuous improvement across all areas of the business.

While the role is mainly office based there will be a requirement for occasional evening /weekend working and this time worked can be accrued as TOIL (Time off in lieu)

### **Our Organisational Competencies**

- Delighting our customers
- Achieving excellence
- Communicating effectively
- Using professional judgement
- Taking personal pride
- A sense of humour

## Behaviours and Competencies

The Corporate Services and Finance Officer will be able to demonstrate the following behaviours and competencies:

- Put customers at the heart of everything we do
- Effective listener
- Adept at removing the barriers that get in the way of delivering excellent customer service
- Excellent communication and interpersonal skills
- Ability to work using own initiative and develop solutions for customers
- Self-aware and self-motivated to realise your full potential
- Excellent time management skills
- Work under pressure with minimum supervision
- Computer Literate
- Creates an environment of trust
- Ensures two-way dialogue with colleagues and agents
- Takes responsibility for own learning and continuous improvement
- Represents DHC in a positive and effective manner
- Take responsibility for managing excellent performance results
- Works collaboratively with colleagues in all departments
- Works flexibly and positively embraces change

## Job outputs

Role output	Includes the requirement to:
Human Resources Administration	<ul style="list-style-type: none"> <li>• Deliver effective administration in relation to all Human Resource policies and procedures, managing and developing the use of the Kelio system</li> <li>• Maintain up-to-date records in relation to contracts of employment, sickness absence, employee development and appraisal, discipline &amp; grievance</li> </ul>
Health & Safety Administration	<ul style="list-style-type: none"> <li>• Maintain and update the Co-operative's Health &amp; Safety Control Manual</li> <li>• Ensure that regular reports are delivered as directed by the Director</li> <li>• Maintain accurate records in relation to Fire, Legionella, Asbestos</li> <li>• Produce reports as and when required by the Director for the Board and or external agencies</li> </ul>
Corporate Governance	<ul style="list-style-type: none"> <li>• Deliver excellent support services to the Board</li> <li>• Prepare agendas, minute-taking, collate Board papers and distribute them on time to all relevant parties in advance of meetings</li> <li>• Support the Secretary / Director to ensure that all Secretarial duties are completed effectively and timeously through the year (For example in relation to Declarations of Interest, Board appraisals,</li> </ul>

	<p>General Data Protection Regulation and Freedom of Information requests</p> <ul style="list-style-type: none"> <li>• Ensure that all Board appraisals are completed timeously</li> <li>• Maintain and develop the Training Plans for Board and Staff</li> <li>• ARC input as directed by the Director</li> <li>• Support the Director as and when required and deliver effective administration of the Co-operative's Assurance Statement</li> </ul>
Website administration	<ul style="list-style-type: none"> <li>• Develop a sound working knowledge of DHC's website and continuously develop it as directed by the Director &amp; Finance and Corporate Services Manager</li> <li>• Continuously review the effectiveness of the website as a communication tool and work collaboratively with colleagues and Board members to develop the website</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Work collaboratively with colleagues, Board members and all other Stakeholders to develop effective communication internally and externally</li> <li>• Support the Director and senior managers to develop the DHC newsletter and Tenant Report Card</li> <li>• Support the Director as and when required to continuously review and improve communication with all Stakeholders</li> </ul>
Risk Management	<ul style="list-style-type: none"> <li>• Support the Director by maintaining DHC's Risk Register</li> </ul>
Finance	<ul style="list-style-type: none"> <li>• Ensure the Co-operative's financial records are kept up to date, and are accurate and appropriate for DHC's business needs as directed by Finance and Corporate Services Manager</li> <li>• In conjunction with Finance and Corporate Services Manager maintain all financial procedures ensuring all policies and procedures are followed consistently</li> <li>• In the absence of Finance &amp; Corporate Services Manager ensure all salary administration, PAYE, pensions and payments to HMRC are made timeously</li> <li>• Reconcile bank and petty cash accounts monthly</li> <li>• Reconcile rent accounting as required</li> <li>• Administration of DRS system and disabled adaption claims</li> <li>• Reconcile credit card monthly</li> <li>• Processing of Supplier payments</li> <li>• Monitor office overhead budgets</li> </ul>
Other duties	<ul style="list-style-type: none"> <li>• Carry out any other reasonable duties as required from time to time</li> </ul>

## Interdependencies

- Customers
- Director and Finance & Corporate Services Manager
- External agencies and Stakeholders
- Colleagues and Board Members
- Suppliers
- Contractors

## Person Specification

<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Highly developed communication skills	X	
Excellent IT skills – specifically Microsoft Office	X	
Excellent numeracy skills	X	
Highly developed customer service skills	X	
<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Sound understanding of how housing cooperatives work		X
Knowledge of the SDM housing software package		X
Sound understanding of corporate governance in the voluntary sector		X
Understanding of Human Resource, Health & Safety and Payroll administration		X
Understanding of how Finance works in the voluntary sector		X
Understanding of Financial Regulations, Policies and Procedures		X
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working in the social rented housing sector		X
Experience of working for a voluntary Board of Management		X
Experience of delivering high quality admin services	X	
Experience of working in Finance in the housing sector		X
<b>Personal qualities</b>		
Committed to personal and professional development	X	
Excellent team worker willing to 'walk the extra mile'	X	