



Housing LIN - Business Support Officer

Location: Bristol. Including 2 days in London - reasonable travel expenses paid. Must be prepared to travel nationally.

Hours: Full time (35 hours). Opportunity for flexible working.

Contract: One year fixed term (with potential for permanent position)

Salary: Depending on experience in the region of £18,500 to £20,000 p.a.

Background

The Housing LIN (HLIN) is a sophisticated network bringing together over 25,000 housing, health and social care professionals in England, Wales and Scotland to exemplify innovative housing solutions for an ageing population and those with long term conditions.

Reporting to our Corporate Business Manager, we are looking for a Business Support Officer who will provide administrative support to our busy team and who shares our entrepreneurial outlook so that the duties of this post are performed efficiently, but with flare and enthusiasm. You need to be enthusiastic and committed to providing a high-quality support service for our team and be able to respond to any opportunities to develop your career with our highly respected Network. You will enjoy team working and be adept at responding to the administrative demands of our small, busy team.

We attach our [company's brochure](#) and our [Yearbook](#) for details of our extensive range of learning, improvement and networking activities undertaken and also refer you to our website www.housinglin.org.uk for details of the types of work for which you will be providing support.

This is an opportunity to be an essential member of our team, and to help the continuing development of the services that we provide.

Job purpose

To provide high quality and effective business and administrative support to our operational teams managing our online presence, our networked national and regional learning and improvement programmes, and commercial activities.

Main duties

Administrative support for the team including (but not limited to):

Administrative duties in connection with general office management including:

- managing our business email inboxes; managing staff diaries/calendars; coordinating meetings; taking minutes; room/venue bookings, and administrative duties that support our national/regional events and commercial activities (see below)

Administrative duties in connection with all events including:

- Locate and book venues for our programme of Regional/National meetings and roundtables events (including our Annual Conference in March each year)
- Where appropriate, book catering, AV requirements, etc.
- Create events' webpages on our website to aid the team promote/market the event, using our own Content Management System
- Use our events booking and contact management systems, to support registration arrangements and keep delegates up-to-date in the lead up to the event, and support the team with any post event requirements – incl. create / share online feedback forms
- Liaising with speakers as appropriate
- Where required, attend certain external meetings as part of the events management arrangements to take notes, and produce minutes, as appropriate
- Where printed material is required for external events/marketing purposes, ensure team's requirements are met
- Where we need to send printed material and/or an exhibition stand to a venue, arrange couriers / post for timely delivery

Administrative duties in connection with the Housing LIN's consultancy services including:

- Arranging Focus Groups which may form part our stakeholder engagement programmes
- Work with the team to recruit participants to attend residents focus groups
- Where required, purchase vouchers (incentive)

Administrative duties in connection with our online presence i.e. maintaining and updating web content, as directed by Management including:

- Upload new resources / News items
- Manage and maintain our curated online directories, such as updating content (chasing people for templates + uploads)
 - Delayed Transfer of Care directory
 - CASSH directory update / complete

General duties

1. To comply with the Housing LIN's policies and procedures, including equal opportunities and diversity, and to have a personal commitment towards their implementation.
2. To work flexibly and respond positively to changing business needs.
3. To contribute to the development of service improvements through participation and involvement in team meetings, workshops, conferences and other groups

Notes

This job description describes the principal purpose and main elements of the job. It is a guide to the nature of the main duties as they currently exist but is not intended as a wholly comprehensive or permanent schedule of tasks.

Person specification

Essential criteria
Aptitude / abilities / skills
Be an excellent team player adaptable and responsive to changing work demands
Proven and excellent IT and typing skills
Ability to effectively organise and prioritise a complex and demanding workload
Strong communicative and interpersonal skills
Ability to maintain effective relationships, influence and negotiate with internal and external stakeholders in our business
Proven IT and project management skills
Ability to respond to and work under pressure
Proactive, hands on and positive attitude
Education / knowledge
Educated to at least A level but preferably to degree level
High quality spoken and written English language

Understanding and experience of office systems
Some knowledge and awareness of the housing, health and care sector, policy and practice as it relates to older people and those with long term conditions
Experience
Experience of working in a busy office environment
Preferably up to two years in a business administration role
Attitudes / personal characteristics
A clear understanding of and commitment to equal opportunities and diversity, and the commitment to promote high standards of conduct, integrity and probity
Willingness to travel nationally
Ability to work flexibly and to deadlines
Ability to work on own initiative with an entrepreneurial spirit