

Job Code: TECHNICAL ADMINISTRATOR

Reporting to: Technical Manager

Purpose: To support the Technical/Design functions enabling the department to run smoothly and efficiently, aiding with the delivery of good quality information in a timely manner. The role is also to provide support in developing technical processes and procedures for information flow.

Achieving Results Managing the Process

- To coordinate and manage the diaries/meetings/programmes of the Design Manager and technical team
- Aid and assist in the registration of sites at a pre-construction stage with the NHBC
- Aid and assist with information flow to clients/housing associations
- Aid and assist in the clearance of outstanding building control conditions for operational sites
- Aid and assist in the clearance of outstanding local authority planning conditions
- Aid and assist in the naming and numbering process with the local authority and Royal Mail for operational sites
- Aid and assist in collating paperwork to enable orders to be raised for members of the external professional consultant team
- Aid and assist in the preparation and management of the CML/completions programme and clearance of any outstanding issues
- Manage document control and the flow of drawings/information/reports into and out of the department to both internal departments and clients and externally.
- Collation of Handover Packs/manuals
- Adhoc duties as designated by the Technical Manager.
- Assisting with cover (on a rota basis) for Reception and Post to cover absences

Serving the Customer (Internal and External)

- Liaise with internal and external clients by the most effective method of communication
- Build positive relationships with key contacts, internal and external
- Field telephone enquiries, resolve queries and/or make appointments

Delivering Quality

- Take responsibility for structuring and maintaining the team filing systems
- Ensure correspondence to the team is acknowledged and receives a timely response

- Make appointments and arrangements to support any technical department activities

Health and Safety

- All employees have a statutory duty to look after their own safety and to give due consideration for the safety of others. Employees also have specific responsibilities as set out in the Company Health and Safety Policy.

Equality & Diversity

- All employees must comply with the Company Equality and Diversity Policy, ensuring that at all times behaviour is fair and non-discriminatory.

Behaviours

Through our Service First principles every staff member has a responsibility for applying these principles within their working environment. This will be demonstrated by:

- Being respectful and courteous to others
- Being open and honest
- Doing what you say you will do
- Promoting teamwork
- Choosing the right attitude and encouraging positivity
- Ability to self organise
- Ability to prioritise to meet deadlines

TECHNICAL SKILLS AND KNOWLEDGE

	Basic	Intermediate	Advanced
Microsoft Word			✓
Microsoft Excel			✓
Microsoft Outlook			✓
Microsoft Power Point		✓	
Microsoft Publisher	✓		
Microsoft Project	✓		
Knowledge & understanding of customer service		✓	
Knowledge & understanding of the house building industry			✓
Team co-ordination skills			✓