

Senior Administrator – Resident Liaison Coordinator

Generic title	Assistant
General Description	<p>A technical or functional support role expected to support closely defined tasks within company procedures and industry standards. The person will receive instruction, tasks and guidance from a more senior manager.</p> <p>In operations they will assist Project and Construction Managers with communications between site operations and the local community. The role will entail recording of data to capture project adherence to local council requirements.</p>

Competencies

Achieving Results	<p>Will set goals for self in own work environment</p> <p>Demonstrates enthusiasm for the job</p>
Analytical thinking and decision making	Using personal experience and systematic approach to arrive at decisions on straightforward issues
Communication	<p>Ability to choose most appropriate style of communication</p> <p>Able to listen actively by which we mean hearing and interpreting what is said</p> <p>Demonstrating sound questioning techniques. Ability to communicate in many different roles from local neighbours to the project on a daily basis, to local businesses. The role will involve organising events for local schools and colleges and liaison with the local council to record project data against commitments.</p>
Dealing with change	<p>Positive attitude to change when presented</p> <p>Contributes to change in own area of work</p>
Teamwork	<p>Contribute to the overall team objectives</p> <p>Understand how to be part of a team</p> <p>Regularly cooperate with team members, local residents and project stakeholders</p>
Leadership	The capacity to assume some position of influence within a team, and solo point of contact between local residents, business and the project team.
Managing resources	<p>Works effectively within time and budget constraints set by others</p> <p>Looks to complete on schedule and recover slippage</p>
Negotiation	The ability to discuss and agree priorities
People Development	<p>Can respond within tested frameworks of development to identify own needs</p> <p>Uses personal experience to build own skills</p>

Role definition

Summary of role	The role will involve being the single point of contact between the construction works and local residents, business and communities, on a daily basis.
Responsibilities and accountabilities	<p>Local neighbour communications</p> <p>Producing a project newsletter</p> <p>Updating project website</p> <p>Assisting with procurement of local labour and monitoring of project commitments</p> <p>Monitoring apprentices targets</p> <p>Organising work experience placements, schools and college visits</p> <p>Liaising with local authority working groups</p> <p>Attending, chairing and or minuting local project / construction steering groups including liaison with key stake holders</p> <p>Organising local residents communication events</p> <p>Preparing project presentations</p> <p>May conduct research, compile data and prepare papers for consideration and</p>

	<p>presentation to the management team</p> <p>Set up and coordinate meetings and conferences</p> <p>Attend meetings as requested in order to record minutes</p> <p>Compile, transcribe and distribute minutes of meetings</p> <p>Support staff in assigned project-based work</p> <p>Maintain confidentiality in all aspects of company and customer information</p> <p>In all actions be a positive and helpful ambassador for the company, giving others confidence in Morgan Sindall</p> <p>Ensure that internal company relationships with other departments, offices and business units/regions are positive and supportive</p> <p>Offer ideas for improving the service you offer or the processes for which you are responsible for</p>
Qualifications, training and technical knowledge	<p>Educated to GCSE level</p> <p>Business administration related qualification desired</p> <p>Experience in a similar role is essential</p>
Attributes and skills	<p>Good presentation skills</p> <p>Some supervision skills</p> <p>Ability to manage a given list of tasks</p> <p>Ability to work well either alone or as part of a team</p> <p>Some knowledge of construction practices and standards within their subject</p> <p>Good writing, analytical and problem solving skills</p> <p>Ability to follow oral and written instructions</p> <p>Ability to handle situations and problems</p> <p>Know when to ask for help and guidance</p>