

## Role Profile

<b>Role Title:</b>	CHIC Technical Support Coordinator
<b>Reports To:</b>	Commercial Director
<b>Location:</b>	Birmingham

### ROLE PURPOSE

ARK Consultancy Limited (ARK) acts as Agent for the Central Housing Investment Consortium (CHIC), a consortium of social landlords focusing on collaborative asset management solutions (including direct materials procurement) for responsive repairs, planned investment and new development works. The post holder is responsible for providing support to the CHIC team embracing technical, analytical, financial, administrative and communication related activities.

### KEY ACCOUNTABILITIES

- **CENTRALISED COMMUNICATIONS HUB**
  - Establish a personal profile and good rapport with CHIC’s existing and new partners.
  - Identify relevant personnel and establish key contacts within partner organisations at all levels of seniority and involvement.
  - Receive and handle queries from CHIC's partners
  
- **PROGRAMMING, COORDINATION AND MONITORING OF ACTIVITIES**
  - Assist in the future planning of CHIC’s annual calendar of events and programme of activities.
  - Plan and prepare project specific programmes of work and coordinate the activities of members of project teams.
  
- **MEETINGS AND EVENTS**
  - Plan meetings and workshops, research and book appropriate venues, distribute agendas and instructions and where necessary, attend and ensure smooth running of events.
  
- **PROJECT PROGRESS MONITORING & REPORTING**
  - Act as the main point of contact for CHIC’s partners in relation to the progress of projects and levels of spend on materials and labour.
  - Create regular statistical and analytical reports to measure achievement against targets.
  - Assist with the preparation of quarterly, half yearly and annual monitoring information for presentation to a variety of CHIC forums, including the Board.
  
- **COST ANALYSIS & BENCHMARKING**
  - Assist CHIC’s partners to gather and collate cost information relating to current and future expenditure and participate in analysing, recording and reporting costs in a manner that allows benchmarking between partners.
  - Liaise with CHIC’s e-commerce service provider and participate in year on year monitoring, benchmarking and analysis of trends relating to material costs.
  
- **PROCUREMENT SPECIFICATIONS, DOCUMENTATION & PROCEDURES**
  - Assist in the development of technical specifications and procurement documentation and procedures.
  - As and when required, prepare specifications of work for specific projects and the

accompanying tender documentation.

▪ **PROJECT SPECIFIC TASKS**

- From time to time undertake project specific tasks of an administrative or technical nature (either within ARK's offices or externally in the offices of partners) including:
  - Research
  - Gathering and collation of information
  - Drafting, proof reading and finalising documentation for partners

▪ **BUSINESS DEVELOPMENT & MARKETING**

- Assist with the drafting, presentation and publication of leaflets and other marketing collateral including website content and the monitoring and updating of social media accounts.
- Assist in the development of presentational tools to improve CHIC's image and identity including planning and preparing presentational material.

▪ **RECORD KEEPING AND ADMINISTRATION**

- Establish and maintain appropriate records and files for ARK and CHIC.
- Submit monthly documentation as required including:
  - Timesheets
  - Mileage and expenses claims

▪ **HEALTH AND SAFETY**

- Observe all safety rules and carry out safe working practices at all times. Take reasonable care for your own health and safety and of other persons who may be affected by your acts or omissions at work.
- Appraise yourself of all Health and Safety practices of client organisations when working in and from their offices.

▪ **DIVERSITY**

- To be aware of ARK's and CHIC's responsibilities to provide a service that reflects and respects the diverse communities in which we work.

▪ **GENERALLY**

- Undertake training from time to time as identified and agreed with ARK.
- Respect and uphold the confidential nature of the services that ARK and CHIC provide to and for their clients.
- All information held or used by you in relation to ARK Consultancy Ltd. and CHIC Ltd. is to be regarded as confidential. You should not at any time disclose to any person any information as to the business dealings, finances, software, intellectual property, business models, processes and procedures of ARK and CHIC, nor any facts or knowledge in relation to their clients.
- All proposals, reports, business models, spreadsheets, memoranda and other documents in your possession (both electronic and hard copy) are and shall remain the property of ARK and CHIC.

**SKILLS**

- Analytical and numerate
- Accurate typing and keyboard skills

- The ability to manage multiple and changing priorities at once
- Good telephone answering and use skills
- Good communication skills
- The ability to work as part of a team
- A high level of discretion and judgment

#### **KNOWLEDGE**

- IT proficient with full working knowledge of Microsoft Word, Excel, Outlook and PowerPoint

#### **EXPERIENCE**

- Experience of working within an office environment delivering efficient administrative services
- Diary management

#### **QUALIFICATIONS**

- GCSE B grade or above in English and Maths and at least one other English language subject (History / RE / Geography etc.)
- Good A Levels and a degree, or strong workplace experience

This Role Profile forms part of the contract of employment of the person appointed to this role. It reflects the position at the present time only and may be changed at ARK's absolute discretion in the future.

As a general term of employment, ARK may effect any necessary change in role content, or may require the post-holder to undertake other duties, at any of ARK's offices or its clients' offices.