

<p>Role Mandate</p> <p>Job Title:</p> <p>Function /CFBU:</p> <p>Dimensions of the Job:</p> <p>Reports to:</p> <p>Location:</p>	<p>Property and Development Administrator</p> <p>Property and Development / Finance</p> <p>Administrative Tasks to the Property and Development Team</p> <p>Head of Property and Development</p> <p>Runcorn</p>
<p>Job Summary:</p>	<p>Working closely with the Management Team of the Property and Development department delivering administrative support. Dealing with team support and administrative tasks in a professional, efficient and confidential manner this person will be a key member of the Property and Development Team.</p>
<p>Responsibilities :</p>	<ul style="list-style-type: none"> • Process the following upon completion of comprehensive due diligence checks VIM invoices relating to: <ul style="list-style-type: none"> • Service Charges • Rentals • Business Insurances • Utilities • Process the following upon completion of comprehensive due diligence checks Facilities Management Finance Files <ul style="list-style-type: none"> • Invoice files • Accrual files • Cost centre coding of outsource maintenance invoices • Trios and ACR outsource providers • Raise and manage PEP Capex orders and authorisations for property projects and FM maintenance. <ul style="list-style-type: none"> • Refresh Program • Close & Merge Program • Unplanned Capex expenditure • To act as the first point of contact for the CFBU Management team for both internal and external customers • Deal with incoming and outgoing email, faxes and post, corresponding on behalf of the CFBU Management Team as agreed/appropriate. • Support in the preparation of documents and presentation materials to ensure efficient and timely delivery • To arrange UK travel, accommodation (and associated services) for CFBU Management Team and other members of the Company where appropriate. • To arrange and attend ad hoc meetings and events, on and off site, as required by the CFBU Management Team. • To ensure the maintenance of effective manual and electronic filing systems as

	<p>required by the CFBU Management team.</p> <ul style="list-style-type: none"> To ensure the provision of general office administration for the offices at Aston Fields including stationery supplies . To attend learning and development programmes as required by the business . To provide support to other departments of the Company as required by the CFBU Management Team. To undertake any other duties and projects as are reasonable, and requested by the CFBU Management Team. <p>Leadership</p> <ul style="list-style-type: none"> Demonstrates the Company's values and behaviours that drive business performance , customer and quality excellence and engagement of our people
Key Experience, Knowledge, Skills & Qualifications:	<p>Key Experience</p> <ul style="list-style-type: none"> Will have worked in an administrative and/or secretarial role in a commercial or healthcare environment. Will have taken responsibility for independently undertaking team support and office management tasks <p>Knowledge and skills</p> <ul style="list-style-type: none"> You will have excellent communication and organisation skills. You will maintain up-to-date knowledge of and adhere to company strategy, policies and procedures at all times. <p>Qualifications</p> <ul style="list-style-type: none"> Desirable- A-level or relevant diploma level vocational qualifications Essential- GCSE level Maths/English
Key Interfaces	<p>External – CFBU customer and supplier contacts and office service providers. Internal – CFBU team members, retail operations, procurement, finance, wholesale and other PA/Administrative team members.</p>

Drive Business Performance & Value Creation

Creates value through economic action and establishes meaningful changes

- has a profound and comprehensive knowledge of the target market and the business
- continuously develops the business and his/her performance
- realizes goals while considering costs, benefits and risks (goal and result orientation)
- shows commitment in achieving goals, even under difficulties
- searches for permanent solutions and takes responsibility for the results (solution orientation)
- has the ability and flexibility to recognize and promote business opportunities and need for change (Change Management)
- thinks and plans ahead in order to achieve long-term results-oriented growth of the PHOENIX group
- maximises efficiency and effectiveness
- realizes set objectives at due date, quickly delivers results

Business

Dedicate Yourself to Customer Needs

Bases his/her behaviour on internal/external customer benefit and thus supports business success

- focuses on customer excellence, puts him-/herself in the position of the customer
- thinks the process back from the perspective of the customer
- gives priority to customer needs
- reacts quickly and appropriately to customer needs
- incorporates feedback in his/her decision-making processes
- aims at exceeding customer expectations
- actively contributes to build long-term and mutually beneficial customer relationships
- creates mutual trust by being reliable and fulfilling expectations
- meets the customer with respect and fairness
- anticipates customer needs and proactively develops solutions
 - encourages innovation and improvement

Customer

Strive for Quality Excellence

Acts quality-conscious and continuously improves work Results

- has profound knowledge of his/ her own area of responsibility
- acts responsibly and ensures his/her own quality of work
- demands a high standard of quality of him-/herself and others
- supports a quality which prevents rework and waste (cost awareness)
- works accurately and in compliance with guidelines and best practices (high level of detail)
- learns from mistakes and avoids them in the future
- aims to continuously improve workflow, procedures and products (process improvement)
- continuously improves the performance levels of her/his organization, corrects insufficient work results
- openly addresses problems and develops (in dialogue with colleagues/ supervisor) appropriate solutions
- is strong in implementation and assertive

Quality

People

Lead and Engage

Achieves high performance levels through clear and open communication and an inspirational and appreciative interaction with others

- motivates him-/herself and others to excellence and continuous improvement
- communicates in a timely and precise way and encourages two way communication
- creates an appropriate framework where employees develop their full capability
- promotes team spirit and creates a sense of responsibility for mutual goals
- determines the direction of the team and ensures that goals and responsibilities within the team are clearly defined and monitored regularly
- actively promotes an organisation of diversity and cooperation (employee involvement)
- identifies and discusses emerging conflicts and supports to solve them
- acts in his/her function as a role model and conducts him-/herself with integrity and credibility
- makes quick and clear decisions, is decisive
- is honest, loyal and behaves in a responsible and respectful way (sense of responsibility)
- suits his/her actions to his/her words (walk the talk)
- embodies the values of the PHOENIX mission statement