

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

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

PHOENIX Medical Supplies will be recognised as a provider of top class business relevant solutions to the UK healthcare industry, operating with honesty and integrity to show leadership in partnership



a PHOENIX company

### 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

### 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

**Business**

**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