



HSPG

INSPIRED BY YOU

ROLE MANIFESTO:
OFFICE ADMIN

Job Title: Office Administrator and PA

Reports to: Head of Operations

Reports:

Base: Manchester

Working hours: 37.5 hours per week.

Salary: £26,000

Time Scale: full time, permanent.

Start date:

Benefits:

25 holiday days per year; Team social events and trips;

Wellness allowance of £35 per month in Manchester; £70 in London;

Private healthcare subsidised 50% by HSPG; Healthy snacks in the office (if office-based); Monthly supper clubs with Deliveroo provided;

On-site parking (if Manchester-based); Employee referral scheme.

Our Vision: 'Affordable Housing' is a division of HSPG which provides Acquisition, Financing and Management to Funders, Local Authorities and Residents. By April 2023, will have contractually committed to £300m of property across England. Our Mission is to enable people to live fulfilled lives in their community

CORE MISSION OF THIS ROLE

To co-ordinate our Head Office, provide administrative support to the property/finance/marketing teams and personal/administrative support to the Directors. The Role of Office administrator and PA is to create and maintain a positive work environment, ensuring high levels of organisation, efficiency, communication, and customer service.



Our Behaviours (please assess against the fully unpacked list of behaviours below) :



**SHOW
ENTHUSIASM**



**LOVE TO
CHALLENGE
THE NORM**



**STRONG
OPINIONS,
HELD LIGHTLY**



OWN IT



**SUPPORT,
NURTURE
& RESPECT**

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Rate the candidate against each of the above in the interview (+ = strong; +/- = unsure; - = unlikely). Please add helpful comments/notes/observations for other interviewers to refer to.



Never be afraid to ask a question; love to be challenged; get involved, start interactions; be prepared to change your opinion; **do what you said you'd do**, act fast but with good judgement; tools and opportunities; do the right thing even when.....

<p>You're ambitious for yourself and the business: striving to drive your own career and the overall business mission forwards</p> <p>Get involved! Contribute to your department, don't just wait to be asked to do something. Ask questions, step up and immerse yourself</p> <p>Start interactions with enthusiasm, expecting a positive outcome</p> <p>This doesn't mean you have to be loud and shout about everything, but be positive and driven in your own personal way</p> <div style="text-align: center;">  <p>SHOW ENTHUSIASM</p> </div>	<p>Be 'big picture thinking' and eager to learn</p> <p>Never be afraid to ask a question</p> <p>Understand that a difficult conversation may be required to challenge the norm</p> <p>Listen hard and build on other people's ideas</p> <p>Love to be challenged as well as challenge</p> <div style="text-align: center;">  <p>LOVE TO CHALLENGE THE NORM</p> </div>	<p>Be prepared to change your opinion: focus on achieving a positive company outcome, not 'get your own way'</p> <p>Be humble</p> <p>Balance your instinct with research and data</p> <p>Treat each failure as a learning opportunity</p> <div style="text-align: center;">  <p>HAVE CONFIDENCE AND CONVICTION AROUND YOUR OPINIONS</p> </div>	<p>Do what you said you'd do</p> <p>Take responsibility for your own business within the business. understand how it impacts the wider mission</p> <p>Know when to ask for help</p> <p>Remember: you get out what you put in</p> <p>Act fast but with good judgement</p> <p>Always show a united front for HSPG: disagree privately</p> <div style="text-align: center;">  <p>OWN IT</p> </div>	<p>Treat everyone as you would expect to be treated</p> <p>Provide your team and peers with the tools and opportunities to grow and develop</p> <p>Recognise and celebrate each other's successes and have each other's backs</p> <p>Do the right thing even when no-one is looking</p> <p>Take a broader interest in the people around you</p> <div style="text-align: center;">  <p>SUPPORT, NURTURE & RESPECT</p> </div>
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THE ROLE - OBSESS & EXCEL LIST

What does the person in this specific role need to Obsess over or Excel at in order to be really successful?

1. World class plate spinner
2. Treat all information with total discretion
3. The glue that holds us together
4. Anticipate what needs doing next
5. Being the most organised person in the company
6. "I've got this!" are your favourite words

Rate the candidate against each of the above in the interview (+ = strong; +/- = unsure; - = unlikely). Please add helpful comments/notes/observations for other interviewers to refer to.



1.	2.	3.	4.	5.

SPECIFIC SKILLS/QUALIFICATIONS:

- Great written communication skills
- IT Skills (Microsoft 365)

What is the expected outcome of their contribution, of the promise they are making to you? How will you know if they achieved the outcome?

Outcomes	Metrics	Ratings/Comments
<p>0-3 months</p> <ol style="list-style-type: none"> 1. Event organisation 2. Diary Management 3. Insurance/utilities 4. Office Management 	<p>0-3 months</p> <ol style="list-style-type: none"> 1. Successfully organised Supper clubs 2. Arranged meetings company wide 3. Taken over responsibility 4. Ensured office supplies are sufficient 	
<p>3-6 months</p> <ol style="list-style-type: none"> 1. Online filing system 2. New starters 3. Orientation 	<p>3-6 months</p> <ol style="list-style-type: none"> 1. Reviewed and updated 2. Set up tech ready for new starters on day one 3. Completed orientation with new starters in MCR 	
<p>12 months +</p> <ol style="list-style-type: none"> 1. Induction 2. Health and Safety 	<p>12 months +</p> <ol style="list-style-type: none"> 1. Take over responsibility for induction 2. Undertake compliance audit of H&S processes 	

Additional comments/notes:



FINAL CHECK – do they:

GET IT – understand the role and what it entails?

Yes	No	Maybe	Comments

WANT IT – based on the right package, are they excited to do this?

Yes	No	Maybe	Comments

HAVE THE CAPACITY – in the context of other work and life commitments (or other factors), do you think they are able to fulfil the potential of this role?

Yes	No	Maybe	Comments



Additional comments/notes: