

# Investment Administrator

## Grade

H

Asset Planning and Investment Manager



Investment Manager



Asset Survey Administrator

## Department

Asset  
Management



Asset Investment

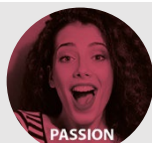
## Role Overview

Support the Investment team to deliver a high-quality Investment Service ensuring excellent customer service is always achieved. Provide key support and assistance to the Asset Investment Team through their delivery of Investment programmes.

## RESPONSIBILITIES

- Establishing good customer relationships, receiving and effectively dealing with Customer queries and complaints, signposting as required.
- Maintain electronic databases and ensure that all filing systems enable the accurate storage and easy retrieval of information.
- Provide administrative support to the Asset Investment Team.
- Provide support to the Asset Investment Team in meetings, ensuring accurate recording of minutes and their distribution either on teams/ out on site or Youggle House.
- Downloading of essential data recording and data transfer to the correct filing / data basis and YHG systems
- Carry out and monitor all customer satisfactions surveys for Investment works.
- Responsible for processing purchase orders and invoices, running financial reports and audits.
- Undertake additional duties appropriate to the role and/or grade.
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## Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

## STRENGTHS

- Experience of the Group's Asset Management, Housing Management and finance Systems
- Ability to prioritise a busy and reactive workload
- Clear and articulate communication skills, both written & verbal
- Excellent IT skills with proficiency in Microsoft Office
- Excellent relationship building skills
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## ESSENTIAL REQUIREMENTS

- ✓ Experience of raising financial purchase orders and managing invoices within the finance system and maintaining accurate records
- ✓ Strong interpersonal communication skills
- ✓ Ability to solve problems
- ✓ Office environment knowledge, data input and administrative tasks relating to office management
- ✓ GCSE Maths and English (or equivalent)
- ✓ Educated to A-Level standard (or equivalent)

## BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License
- ✓ Use of own vehicle
- ✓ Social Housing experience
- ✓ Proven planning, co-ordinating and organisational skills
- ✓ Professional qualification in a housing specialism or equivalent qualification/experience.
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