

## **Job Description**

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<b>Job Title:</b>	Corporate Services Student (Including HR & Marketing)
<b>Department:</b>	Corporate Services
<b>Responsible to either:</b>	Corporate Services Manager / Corporate Assurance Manager / HR Manager

### **1.0 Main Tasks and Responsibilities**

- 1.1 This role will involve working within the Corporate Services Department, providing support to either the Human Resources (HR); Marketing or Corporate Services functions with the provision of a comprehensive administrative service across all Directorates.
- 1.2 The post holder will be required to work flexibly and collaboratively with colleagues in the team to deliver a high quality support to service users.

### **2.0 HR Duties and Responsibilities**

- 2.1 Administer the recruitment and selection lifecycle including placing job adverts; preparing application packs; shortlisting and interview materials and issue all relevant correspondence to candidates.
- 2.2 Administer the electronic application process via the HR Information System (HRIS) in a timely manner, including issuing offer letters, terms and conditions of employment and ensuring equal opportunities information is accurately recorded.
- 2.3 Ensure applicants' qualifications; references; eligibility to work in the UK; security and health checks are requested and validated in accordance with procedures.
- 2.4 Process attendance records in accordance with office procedures, escalating anomalies identified from self certificates /fit notes/ return to work interviews etc, in relation to sickness and absence to HR Officers.
- 2.5 Process information accurately on HRIS to payroll in relation to new employees, terminations; transfers; variations; and change of details, in line with corresponding T&Cs.
- 2.6 Assist the HR team with the production of relevant reports from the HRIS system to include, absence, recruitment, training, turnover etc.

- 2.7 Provide support with the delivery of the annual training plan, to include booking external trainers, communicating with delegates, preparing training materials and venues, inputting training records to ensure the HRIS system is up to date.
- 2.8 Assist the HR Officers with policy development and review in line with legislative compliance and best practice.

### **3.0 Marketing Duties and Responsibilities**

- 3.1 Assist with all marketing, advertising and promotional activities in line with approved business plan, to include contributing to market research to determine market requirements for existing and future services.
- 3.2 Assist and support business partnering events, press releases, official openings and other public relations opportunities which may be held from time to time during and outside normal office hours.
- 3.3 Work closely with managers, to promote and deliver PR and marketing campaigns to include the design and development of marketing literature
- 3.4 Assist with e-marketing communications including contributing to the content of the Associations website, Twitter and Facebook accounts. Researching and writing articles for local press, collating materials and editing newsletters, magazines etc for circulation to internal and external stakeholders
- 3.5 Prepare marketing material (brochures, posters, flyers etc.) for the Associations corporate activities and liaise with relevant personnel to update content as necessary.
- 3.6 Arrange and attend corporate event / conferences as and when required to include the preparation of powerpoint presentations / video clips.
- 3.7 Contribute to new advertising campaigns / ideas / proposals, including liaising with the Associations advertising agency, designers and printers (in-house and external) in addition to assisting with proof reading, copy writing, editing copy and information collection.

### **4.0 Quality Services Duties and Responsibilities**

- 4.1 Provide a support to Directorates to audit all existing Quality Systems to ensure compliance with relevant standards including ISO, Customer Service Excellence, House Mark etc.
- 4.2 Manage the preparation and review of performance measures through coordinating the completion of the months performance scorecard information.

- 4.3 Assist with the administration of the Associations Complaints Policy and Procedures, Bright Ideas and Corporate Responsibility schemes to ensure the highest standards.
- 4.4 Provision of advice and support to the Health and Safety (H&S) Committee and Fold staff with their H&S responsibilities in addition to reviewing H&S incident reports, quality and risk assessment documentation, producing action plans and communicating accordingly.
- 4.5 Assist with conducting research to support service improvement initiatives including gathering, collating, analysing and presenting information for performance monitoring and benchmarking performance.
- 4.6 Conduct secondary research as required by the Corporate Services / Corporate Assurance Manager to support development of corporate documents including the Annual Report, Business Plan and Corporate Plan.
- 4.7 Assist with the preparation of reports on Key Performance Indicators, corporate and departmental performance information, and feedback from tenant consultation initiatives through the delivery of the programme of customer satisfaction surveys.
- 4.8 Conduct regular weekly / monthly facility inspections in line with Health and Safety legislation and Fold's Health and Safety policy.
- 4.9 Conduct regular risk assessments for office based staff for a range of areas to include, VDU workstation assessments and office based facility assessments.
- 4.10 Assist the Corporate Services / Corporate Assurance Manager to ensure the overall efficiency of the Directorate.

## **5.0 General Duties and Responsibilities**

- 5.1 Provision of generalist support and advice both on the telephone, via email and face to face and the provision of general administrative support including, ordering stationary, producing letters, filing and photocopying.
- 5.2 Represent the Association in a reputable and professional manner at all times.
- 5.3 Handle confidential and commercial information with discretion and in accordance with data protection legislation.
- 5.4 Ensure files are archived in accordance with Fold's retention policy.
- 5.5 To be responsible for carrying out specific tasks in accordance with the Association's Health & Safety at Work policies.

These posts will be based at Fold House, Holywood and / or Helm House, Lisburn Road, Belfast. However due to the nature of the Association's stock, this post has a mobility clause in that the post holder must be prepared to work from any Regional Office as directed, and support as and when required Fold Ireland under a service level agreement.

All Association employees have a personal responsibility to promote and to support measures designed to create a working environment that is free from harassment or discrimination on the grounds of gender including gender reassignment, pregnancy or maternity, marital or civil partnership status, sexual orientation, race or ethnic origin, religious belief, political opinion, national identity, age, disability or whether or not they have dependants.

This job description is not exhaustive and may be amended to facilitate changes in the better organisation of the Association's activities and following consultation with the Job Holder.

The Association operates a 'No Smoking' policy which includes the use of devices such as e-cigarettes.

**Corporate Services Student - Person Specification**

<b>ESSENTIAL CRITERIA (demonstrate on application form)</b>	
<b>1</b>	<p>Currently studying towards or completed a Management or Business related degree at University.</p> <p>and</p> <p>IT Literate with demonstrable experience of Microsoft Office, including Word, Excel and Outlook.</p>
<b>2</b>	Full valid driver's licence and access to a car / able to fulfil any mobility requirements of the post.
<b>DESIRABLE CRITERIA (demonstrate on application form)</b>	
<b>3</b>	<p>Please detail on your application form demonstrable experience of:</p> <ul style="list-style-type: none"> <li>• Administration or a customer focused environment</li> <li>• Communication skills</li> <li>• Team working</li> <li>• Organisational Skills</li> <li>• Attention to detail</li> </ul>
<b>SPECIALIST KNOWLEDGE (tested at interview)</b>	<b>CORE COMPETENCIES – Level 2 (a selection will be tested at interview)</b>
<ul style="list-style-type: none"> <li>• Knowledge of the Association.</li> <li>• Knowledge of the Social Housing Sector.</li> </ul>	Change and continuous improvement
	Working with others
	Customer focus
	Managing performance
	Communication
	Valuing equality and diversity
	Developing self and others

**Please note:**

- Applicants will be required to provide confirmation of relevant qualifications / memberships at interview.
- Successful applicants will be required to complete an Access NI Disclosure Check. Having a criminal conviction will not necessarily debar an applicant from working with the Association. Disclosure information will be handled in line with the Access NI Code of Practice and the Rehabilitation of Offenders (NI) Order 1978.
- The Association reserves the right to shortlist on the desirable criteria if necessary.