



RECRUITMENT PACK

TEMPORARY BUSINESS DEVELOPMENT COORDINATOR (9 MONTH FIXED TERM)

February 2019



Dear Applicant

I am delighted that you are interested in applying for the position of Temporary Business Development Coordinator. We are an independent, financially secure charitable organisation operating nationally and I am looking forward to recruiting a new colleague to be part of the team at an exciting point in our history.

As a charitable society under the Co-operative and Community Benefit Societies Act 2014 (number 29475R) and registered with The Social Housing Regulator (number 4745), Reside is a leading provider of accommodation for those with support needs, operating throughout the UK.

Since its inception in 2002, Reside's motivation has always been to assist and promote independence in the community for adults with a disability, especially those with learning disabilities, enduring mental health problems and/or acquired brain injury.

Reside's primary purpose is to provide good quality housing for its tenants. Individualised support is provided by care and support providers through the tenant's personal contractual agreements. This complimentary approach is designed to promote choice and enhance independent living, whilst at the same time protecting the rights and welfare of our tenants. To achieve these objectives, Reside partners, consults and contracts with many local authorities, local and national care and support providers, tenants, their families and brokers. Our wide ranging experience places us at the forefront in the provision of housing with support.

Reside provides everyday homes within the community, regardless of the support a group or individual may require, with an emphasis on creating safe and homely environments. Reside has experienced growth over the past couple of years and currently proudly operates approximately 350 properties located throughout the UK, housing over 1200 tenants. We offer a range of accommodation including bungalows, flats, bedsits and shared houses. The vast majority of the properties are acquired on a leasehold basis, but there is a small, but growing, portfolio of properties that have been purchased. Our repairing and maintenance responsibilities are varied according to the specific partnership arrangements with Local Authorities and Support Providers, so you will need to be able to work with this complexity.

Current Position

Reside is growing at an impressive trajectory and having exceeded the 1,000 accommodation unit threshold of the Homes England in 2016, the organisation has an enviable financial position and ambitious plans for the future as a large social housing provider.

As part of Reside's drive to contribute to the future of the supported housing sector and raise its profile as a leading organisation, we intend to continue to grow the number of business partnerships with local authorities, commissioners of services, care and support providers, charities, families and advocacy organisations.

Reside strives to achieve excellence and you would be joining Reside in a time of transition, it is therefore a very exciting time to join. Reside is transitioning from a small organically growing organisation to one which is seeking a more corporate approach, without losing all of the ingredients which have given it a good reputation in the sector to date.

Location

Our offices are in Hampton Wick, Kingston. There is limited parking available but the offices are within a very short walking distance from Hampton Wick main line rail station.

MISSION – WHAT ARE WE ABOUT?

A leading, independent provider of high quality housing solutions for those with support needs. Offering choice to tenants, and enabling them to live with independence in their own homes.

VISION – WHY ARE WE ABOUT IT?

A society where people with support needs have equitable access to housing; opening the door for choice, independence and wellbeing, and supporting community based living.

VALUES – WHAT UNDERPINS HOW WE GO ABOUT IT?

Be Collaborative, Focus on People, Be Responsive

We look forward to hearing from you.

Kind regards

Tammy Murray

Head of Business Development



JOB DESCRIPTION

JOB TITLE	Temporary Business Development Coordinator
DEPARTMENT	Business Development
RESPONSIBLE TO	Head of Business Development
PLACE OF WORK	Head Office
HOURS OF WORK	37½ hrs/wk Monday to Friday (9am-5pm; ½ hr lunch)
SALARY	£24,000 P.A.
TERM	9 Months fixed term contract

Job Role

To provide office based administrative support to the Business Development Team and act as a point of contact. To be successful in this role, as well as an administrative background you should ideally have housing and/or support experience alongside excellent organisational skills and the ability to prioritise task and meet deadlines.

Main Duties

- Providing administrative support to Business Development Team
- Manage and route phone calls appropriately
- Organise key data and information required by the team
- Schedule and service in-house and external meetings
- Manage Business Development /Property incoming mail box
- Organise and update filing systems
- Monitor Resides branding marketing activity, ensuring leads are followed-up
- Use and assist others in the use of information technology systems
- Address employees and clients queries (via email, phone or in-person)
- Prepare presentations, spreadsheets and reports
- To liaise with External agencies on new business development projects to develop and maintain the Business Development Tracking document accordingly.
- To prepare documents as required for the Executive team
- To liaise other departments on issues arising from a new project enquiry or ongoing project.
- To maintain Business Development and Lease Renewal tracking documents with information relating to new business and existing leases

- To attend internal and external meetings as appropriate
- To positively promote the reputation and standing of Reside in all dealings.
- To communicate effectively and productively with all external agencies
- To communicate effectively and productively with all staff.
- To carry out other such duties as may reasonably be requested by your Line Manager.

PERSON SPECIFICATION

	Essential	Desirable
Education		
Minimum of Grade C English and Maths GCSE	X	
Experience		
Experience of support or care work in a housing, social work or care field		X
Experience of work in a Housing Association or Local Authority Housing Department		X
Knowledge		
Good knowledge of an office environment eg Filing, data input and administrative tasks relating to office management	X	
Understanding of housing and lease		X
Excellent knowledge and understanding of working with vulnerable people with complex and multiple needs		X
Skills and Aptitude		
Ability to prioritise and manage workload	X	
Excellent written and verbal communication skills	X	
Excellent administration skills	X	
Excellent time management skills	X	
Excellent negotiation skills	X	
Excellent Word and Excel Skills	X	
Ability to prepare and present clear, concise reports	X	
Ability to sustain a professional relationship with the client and colleagues	X	
Ability to work autonomously/as part of a team	X	
Practical approach to the provision of support	X	
The ability to network with other agencies and develop relationships in a professional manner	X	
Understanding of and commitment to equal opportunities	X	
Personal Qualities		
A flexible and innovative approach to problems and a positive approach to promotion of change	X	
Willingness to go the extra mile	X	
Diversity		
Commitment to Reside's values	X	