



Creating great homes together

# Role Profile

**Position**

**Business Support Assistant**

**Reporting to**

**Business Support Manager**

## What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- You will be part of a strong, customer focused team that are passionate in what they do.
- You can expect full training, support, and opportunities to expand your skills.
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

## What you are known for

- Putting customers at the heart of everything you do by providing an excellent customer service.
- Being able to answer customer enquiries promptly and at a point of contact.
- Be organised, communicate effectively in a range of different circumstances while taking ownership for tasks.
- Embrace new methods of working by actively seeking clarification and ensuring a thorough understanding of the expected outcomes.
- Ensure equitable treatment of individuals, continually seek opportunities to enhance our services, and demonstrate adaptability to evolving work requirements.

## What you take care of

- Provide a high-quality business support service to the Sheltered and Supported Housing Team and our customers. This includes aid with compliance checks for fire alarms and emergency lighting in Supported Units, processing invoices, raise and assign Health & Safety checks to all Sheltered Housing Advisors.
- Ensure staff and scheme have adequate PPE, uniform and cleaning materials.
- Monitoring contracts and identifying unusual high spends, capturing KPI data.
- Oversee the operational requirements of our Careline service, visiting customers, programming alarms, troubleshooting alarm issues.
- Installing GSM units and leading on centralised booking systems for community rooms & guest rooms.
- Make bookings for all additional services and chase arrears.
- Complete meal orders for our Extra Care service, while monitoring and managing customer enquiries.
- Provide ad-hoc cover in person on schemes for welfare calls and Health & Safety checks.

## What you need to be successful

- Excellent customer service skills.
- The ability to remain organised and perform effectively under pressure.
- Capable of working independently and making decisions pertinent to your role, utilising your initiative to solve problems and prioritise your workload effectively.
- Demonstrative ability to remain organised and perform effectively under pressure.
- Good numerical abilities, along with excellent verbal and written communication skills.
- Be a user of our Lone Worker App
- Understanding of Social Housing and Older persons services would be advantageous.

## Qualifications required

Applicants with transferable skills are encouraged to apply.

- Relevant work experience is necessary for this role; formal qualifications are not essential.

Approved: V1/0725062