



Creating great homes together

Role Profile

Position

Business Support (SH&SS)

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.

- 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.
- You will be part of a strong, customer focused team that are passionate in what they do.

What you are known for

- You will be driven by providing excellent customer service. Being able to answer customer enquiries promptly and at a point of contact.
- Be organised, a great communicator, take ownership for tasks.
- Be open to new ways of working, asking questions to clarify and ensure understanding of required outcomes.
- Treat people fairly, look for ways to improve our services, be able to adjust to changing work demands.

What you take care of

- Provide a high-quality business support service to the Sheltered and Supported Housing Team.
- Assisting in all administrative duties, aid with compliance checks, launch of projects, monitoring contracts and service requirement data.
- Oversee the operational requirements of our Careline service, centralised booking systems for community rooms.
- Completing meal orders for our Extra Care service, monitor and deal with customer enquiries and additional services requests.
- Provide adhoc cover on schemes when required.

What you need to be successful

- Great customer service skills are required.
- Being organised and able to work under pressure is a must.
- Able to work on own initiative and make decisions within your role.
- GCSE grade C/4 or equivalent in English and Maths.
- Understanding of Social Housing and Older persons services would be desirable.

Qualifications required

Applicants with transferrable skills are encouraged to apply.

Approved: