



Creating great homes together

# Role Profile

**Position**

**Operations Support Associate**

**Reporting to**

**Operations Team Leader**

## 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.

## What you are known for

- Being able to prioritise and multi-task various workstreams.
- Being able to work independently and proactively, as well as in a team environment.
- Always going above and beyond, providing the right service first time.
- Demonstrating attention to detail with all data.
- Contributing to the team to provide ideas to streamline processes and deliver a better service.
- Promoting magna behaviours and operating under an always safe culture.
- Self-motivated, driven, and a readiness to take on tasks.

## What you take care of

- Maintain accurate records of hazard reports, investigations, and repair timelines.
- Prepare and send written summaries to customers of hazard investigations.
- Assist in raising work orders, tracking progress, and updating housing management systems.
- Ensure all documentation meets legal and internal standards for audit and reporting.
- Provide general admin support for letter sending and appointment/diary management.
- Working as a team multi-skilling across the department to support other team members where needed.
- Other data gathering, management and processing projects that may arise.
- Providing administrative support, to enable the team to process data efficiently, accurately and reliably.

## What you need to be successful

- Experience working in a fast-paced environment, great with working remotely (working from home) as well as in a team.
- Happy to engage with all areas of the business to achieve a one team approach.
- A good eye for detail, providing care and attention when handling data.
- Demonstrates excellent communication abilities when seeking assistance and collaborating with various departments within the organisation.
- Efficient time management, managing your own time to ensure that all work is prioritised accordingly and managed within the respective timelines.
- Good use of excel and data management.

## Qualifications required

Applicants with transferrable skills are encouraged to apply.

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

Approved: V1/0025076