



Creating great homes together

Role Profile

Position

Operations Support Associate

Reporting to

Data and Reporting Specialist

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

- Great customer service, people management skills and passionate about customer experience.
- Excellent attention to detail
- Good problem solving and analytical skills.
- The ability to interpret data and identify patterns.
- Flexible approach.
- Passionate about building safety and compliance.
- Communicating in an engaging and informative way.

What you take care of

- Providing administrative support, to enable the team to process data efficiently, accurately and reliably.
- This role is essential in assisting Magna in fulfilling its objective of building quality homes. You will work as part of a team focused on enhancing customer safety.
- You will play a key role in the improvement of building safety and compliance data.
- Supporting the administration of data quality projects and improvement of available data in Magna systems.
- Collating compliance data to inform status of assets.
- Support Data and Reporting Specialist with continuous improvement of data quality.
- Self-motivated, driven and a readiness to take on tasks.

What you need to be successful

- A can-do attitude and willingness to complete challenging tasks, demonstrating a proactive approach and the ability to tackle difficult tasks with enthusiasm and determination. This includes showing resilience in the face of obstacles and maintaining a positive outlook.
- Good understanding of building safety and compliance areas. Experience within the social housing sector would be advantageous.
- Excellent attention to detail and understanding of data quality.
- Experience working with large data sets.
- Experience of data capture and entry.
- Experience of using Microsoft applications e.g. Office 365.
- Excellent communication skills both written and verbal.
- Ability to review surveys and documentation then transfer that to systems.
- It would be advantageous to have a qualification in Building Safety and Compliance.

Qualifications required

Applicants with transferrable skills are encouraged to apply.

- Relevant work experience, no essential qualifications are required.

Approved: V1/0625056