

MTVH ROLE PROFILE



Date: 18/10/2022

Role Title (External)	Work Co-ordinator	Directorate	Property	Location	Beeston / Clapham / Chalkhill
Reports To	Contract Manager	Function / Team	Service Delivery - Networks	Geographical Spread	Region
Direct Reports	None	Budget Sign-Off Approval Level	Has no direct of quantifiable impact on budgets	Suitable for Agile Working Options	Yes ☐ No ☒
DBS Check Required	Yes ☒ No ☐ Yes for DBS check, which level is needed? N/A			Driving Licence	Yes ☐ No ☒
Insurance check required					
Yes ☐ No ☒					
No DBS Required					
Overall Responsibility To provide administrative support to the Contract Manager					
Key Responsibilities and Outcomes					
• Provide general administrative support to the Contract Manager. • Maintain records of ongoing work. • Raise POs, receipt POs and track costs for jobs. • Liaise with the planning team to update the jobs in DRS and Northgate. • Liaise with the Client, Metropolitan, to ensure that work is meeting the requisite timescales.					
Personal Competencies			Skills / Experience / Knowledge		
• Work to the highest professional and ethical standards to provide an excellent service • Strive for excellence in everything you do • Work cooperatively and supportively with all colleagues • Make clear decisions and deal positively with challenges			Essential • Qualifications including Mathematics and English • Proficiency in Microsoft Excel, Word and Visio • Proficiency in using desktop PC software tools		

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- Communicate clearly with people inside and outside the company

- Proven background in a customer service focused environment

Desirable

- Administrative background
- Experience of working in a Quality Controlled environment
- Experience of document control systems

General Responsibilities

- To understand and comply with MTVH's safeguarding, safety and compliance policies, procedures and processes and support a positive safeguarding, safety and compliance culture across the organization.
- Actively and effectively promote the organisations corporate values of Care, Dare, Collaborate. Role modelling appropriate behaviours and acting with the highest level of professionalism and integrity.
- Play an active role in contributing to effective cross team working and provide cover for colleagues as required.
- To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with the Data Protection Policy.
- To comply with MTVH's Health and Safety policies, procedures, and processes and to promote health and safety compliance for all.
- To act at all times within MTVH's policies, procedures and code of conduct and uphold MTVH's commitment to Equality and Diversity

This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. You may be required to perform any reasonable tasks comparable with the level of responsibility at the request of your manager. MTVH reserves the right to alter the content of this job profile to reflect changes to the organisation or the services it provides.

Other Requirements (e.g. driving licence needed etc). Information about "other requirements" can be found in the Guidelines for Completing Roles Profiles document.