

## Job Profile

**JOB TITLE:** Development Business Administrator

**GRADE:** Apprentice

**REPORTING TO:** Future Homes Analyst

### **What this role's all about ...**

As a Development Business Administration Apprentice, you will support the Development Team's management of the organisation's new homes programme, working closely with the Future Homes Analyst and wider colleagues. The team currently delivers around 200 new homes each year and is growing to 300 homes, so this role plays an important part in helping ensure everything runs smoothly across the programme. You will gain experience across a wide range of activities including:

- handovers
- grant funding administration
- performance monitoring
- customer focused processes

The role offers a hybrid working approach, with flexibility built in. However, to support your learning and development, you will be primarily office based for at least three days per week, including a minimum of two days at the Bishop Auckland office, with the third day based at either Bishop Auckland or Seaham. As you progress through the apprenticeship, you will also have opportunities to visit live development schemes, accompanied by experienced colleagues, to build your understanding of how new homes are delivered in practice.

This apprenticeship provides a strong foundation for a career within the Development function and the wider organisation. The experience gained will support you to develop a broad understanding of how new homes are planned, delivered, and managed, enabling you to explore different career routes and specialise in an area that suits your interests and strengths. This could lead to future roles across a range of areas including Land and Partnerships, Development Delivery, Project Management, Regeneration, Programme Management and Coordination, Building Surveying, Customer Services, and Sales and Marketing.

This is an excellent opportunity to gain hands-on experience in a busy development environment while contributing to the delivery of high-quality new homes.

## Here's what you can expect ...

As a Development Business Administrator Apprentice, you will:

- Assist with the administration of new build handovers, including co-ordinating handover certificates, preparing customer handover packs, updating systems (e.g. Housing Management System), and ensuring relevant colleagues are informed of completions
- support the maintenance of scheme files, property records, charging information, and audit documentation to ensure accurate and compliant record-keeping
- help co-ordinate aspects of the Affordable Homes Programme, including updating grant forecasts, supporting financial cashflow tracking, and maintaining accurate programme information
- support with the financial management of our development programme by ensuring supplier invoices are raised and paid accurately and in a timely manner
- assist with performance monitoring activities, including gathering and updating KPI data on a monthly, quarterly, and annual basis
- provide administrative support to the sales and marketing of Rent to Buy and Shared Ownership homes, including handling enquiries, preparing documentation, and supporting the sales process
- support the arrangement of end of defects inspections, contacting customers, scheduling appointments, and maintaining accurate records
- assist with the assessment of new development opportunities, gathering relevant information such as utilities, local demand data, and comparable market values
- work positively and collaboratively with colleagues and external partners, managing your time effectively to support a range of administrative tasks and deadlines
- maintain accurate records, documents, and systems, ensuring information is up to date and accessible
- provide general administrative support to the Development Team as required.

## What you'll learn ...

You will complete the level 3 Business Administration Apprenticeship standard, which includes creating a portfolio of evidence demonstrating the knowledge, skills and behaviours of the qualification criteria. You will also be required to complete an assessment and presentation at the end of your apprenticeship. You will learn how to support the day-to-day running of the organisation through effective administration, communication and use of digital systems and how to deliver excellent customer service in a professional environment.

You will also learn:

- Project co-ordination and communication skills
- understanding of organisational culture and development
- building positive relationships with stakeholders and delivering great customer service
- using IT systems to manage information accurately (e.g updating records, producing documents, and basic data analysis/reporting).

### What you'll need to get the job done ...

We don't expect you to know everything as this is a learning role, but we'd love you to bring some of these qualities.

Skills	Qualifications
<ul style="list-style-type: none"> <li>• Enthusiastic and eager to learn</li> <li>• Confident in delivering an excellent customer service</li> <li>• Organised and pay attention to detail</li> <li>• Confident in communicating clearly both spoken and written</li> <li>• Ability to work as part of a team and independently</li> <li>• Happy to ask questions and take feedback</li> <li>• Basic IT skills (e.g. Microsoft Office)</li> <li>• Understands the importance of confidentiality</li> <li>• Likes helping people solve problems</li> </ul>	<ul style="list-style-type: none"> <li>• Level 2, Grade C/4 and above in Maths and English.</li> </ul>

### It'll be great if you also bring ...

- An interest in developing a career within housing, development, property, construction, or business administration
- some experience of customer service or administrative work (this could be through part-time work, volunteering, or education)
- a positive attitude, with a willingness to learn new systems and processes, take initiative, and approach tasks with enthusiasm
- good organisational and time management skills, with the ability to manage multiple tasks and prioritise effectively
- the confidence to communicate and work with a range of people
- the ability to manage your time effectively and support multiple tasks
- a full driving licence or working towards this, with access to a vehicle (desirable).