



# Development Assistant

**White Rock Neighbourhood Ventures (WRNV or 'Ventures')**

**£21,000 pa Full time (35 hours/week)**

**Based in Eagle House, Cambridge Road, Hastings TN34 1DJ**

**Reports to: General Manager**

## About us

White Rock Neighbourhood Ventures Ltd is a locally-rooted social enterprise developer. We transform difficult and derelict buildings into capped-rent homes and workspaces. We create affordable space for living, working, wellbeing, learning, leisure and community action.

We promote encounter, collaboration and community self-management. We squeeze our projects for maximum social impact for local people through life-changing opportunities (jobs, homes, enterprise support, training, social networks) and through place-shaping opportunities (influencing and making real changes in the immediate neighbourhood), especially for those who usually miss out.

We are looking for someone who has some admin experience under their belt, who is keen to learn and to get involved in a fantastic socially minded local organisation. We look for people to join our hard-working and passionate team who come from a variety of backgrounds and experience. We are committed to creating a diverse environment and are proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or sexual orientation.

## Purpose of the role

The Development Assistant will play a key and exciting role in supporting the team with development projects and ensuring the smooth running of WRNV, by administering all steady-state activities, including leases and tenancies, office and team matters. This is an active role at the heart of delivering our projects. Located in our team base at Eagle House, it will also involve working across all of our local development projects and tenanted buildings.

## Tasks & Responsibilities

- Provide day-to-day support to the General Manager and Development Coordinator
- Answer the telephones and general enquiry email accounts
- Arrange and take minutes for project board meetings
- Provide administrative support through the selection processes for professional team consultants and prospective tenants
- Manage business information through electronic and paper filing
- Manage the office, including IT and office related supplies
- Manage the repairs service desk and escalate to most appropriate person
- Manage contractor and service visits across all of our buildings
- Manage the ordering of spares, repairs and janitorial supplies for the Caretakers
- Manage the inventory of spares and asset registers

- Help to organise and support events to celebrate our work
- Keep the Customer Relationship Management system up to date and promote its use
- Be on the 'on call' rota to attend emergencies (minimum 3 months of the year)
- Undertake any other duties commensurate with the post that could be reasonably required, including a range of support to contribute to the team in managing its wider workloads.

## **The person we are looking for:**

We are looking for the following skills, experience and aptitude.

### **Experience**

- At least 12 months experience of providing high quality admin support in small to medium sized organisations (experience in property management or development desirable)
- A proven track record of working in a busy fast-paced environment with pressure and uncertainty while still enjoying the role

### **Knowledge / Skills / Qualities**

- Excellent knowledge of Microsoft Office applications e.g. Word, Excel, Outlook, PowerPoint
- Ability to organise and collate information from different sources in a logical, structured manner
- Highly organised with excellent attention to detail
- Resilient, personable, friendly but firm, with strong communication skills
- Capable of building effective relationships within the team, keen to assist others to achieve shared goals
- Able to deal with sensitive and contentious issues in an appropriate manner.

### **Benefits of working with us;**

- 31 days holiday inclusive of bank holidays (+1 day per year of service)
- 7 days fully paid sick days per year
- No pension contribution deductions, we cover 100%
- Free gym membership at our on site gym
- Monthly team lunch on us and lots of social events
- We are a kind and compassionate employer with a mental health first approach to work
- Our culture & mission is to invest in our staff to build on their existing skills