Role Profile

Role Title: Technical Administrator

Business Area: Development/Strategic Asset Management
Department/Team: Strategic Asset Appraisal Team
Reports to: Project Manager
Direct Reports and span of control: None
Dimensions (budget holder, level of contract/systems etc responsibility): N/A
Created/Reviewed date: January 2026

Role Purpose

To provide administrative support to the Project Coordinator and wider Strategic Review team following the identification of underperforming assets and assisting with the delivery of suitable investment strategies, including disposals, conversion, refurbishments, reinvestments and regeneration.

Key Accountabilities

- Provide administrative support to the Strategic Review Team through daily data management, this includes activities such as electronic filing, distribution of documents, scheduling of team meetings and away days, invoice processing and general house-keeping duties.
- Responsible for organising team meetings, including the booking of venues, distribution of meeting documents, updating agendas and minute taking.
- Assist the Project Coordinator with the collation of project data, including housing management and financial information.
- Assist in the preparation and maintenance of the options appraisal and regeneration programmes; creating project entries within the programme, updating project progress and assist in monitoring of the programme for reporting purposes.
- Assist the Project Coordinator with monthly and quarterly financial reports; this includes data entry for the value for money log and quarterly disposal notifications returns.
- Carry out regular market research and analysis to support informed investment and divestment decisions and ensure the group is achieving the maximum financial return or social value on its assets.
- Assist with the maintenance of databases and associated systems within the team; develop, create and produce data reports as instructed and required by the Project Coordinator and Project Manager.
- Provide administrative support to the Programme Manager and Head of Asset Appraisal in relation to the Strategic Review Programme.

- Respond appropriately to colleague and customer queries and concerns; ensuring customer satisfaction with the team is maintained.

- Take responsibility for own personal development, keeping up to date with changes in legislation, best practice and other developments across Asset Management, which affect the business.

- Undertake other duties and responsibilities that may be required from time to time by the Programme Manager, Head of Asset Appraisal and Assistant Director.

- Ensure a high level of customer service is delivered throughout the department.

Experience and Qualifications

- Educated to GCSE Standard (or equivalent), including English and Maths.
- Some administrative experience in a commercial business environment would be desirable but not essential as full training will be provided
- Knowledge and experience of Microsoft systems would be beneficial.
- Ability to demonstrate a high level of customer service in all undertakings
- Ability to follow simple instructions, organise and plan daily workload to known deadlines and project requirements.
- Ability to work within a team environment, developing strong and productive internal and external relationships with colleagues and stakeholders.
- Full driving licence is desirable as some travelling between offices is required.

General

- Promote and maintain an active approach to health and safety, in respect of yourself, colleagues and customers.
- Ensure that the Aster Group Equality & Diversity Policy is fully implemented at all times
- Comply with the requirements of the Aster Group Data Protection, Privacy & Confidentiality Policy, the IT Security & Usage Policy and supporting Data Protection Framework insofar as they relate to the duties of the post.

This role profile is intended as a guide and is not an exhaustive list of the duties and responsibilities of this role. Such duties may vary from time to time without changing the general character of the role or the level of responsibility entailed.