

Role Title	Business Support Assistant
Corporate Focus	Lochaber Housing Association Group
Objectives	To provide business support across the organisation, ensuring information is accurate, activities are effectively coordinated, and service improvement and digital working are supported.
Accountability	Digital, Data & Insight Lead
Management Responsibility	None
Main Location / Base	LHA Office, Fort William
Hours of Work	35 hours per week
Date Approved	April 26

Key Responsibilities

Business Support

- Provide administrative and coordination support for business improvement activities and projects across the organisation.
- Maintain project records, action logs and other documentation to ensure information is accurate, up to date and easily accessible.
- Arrange and support meetings, workshops and related activities.
- Support the development and maintenance of processes, templates and guidance documents to promote consistency and continuous improvement.
- Act as the first point of contact for ICT equipment requests and enquiries from colleagues.

Communication & Engagement

- Support the preparation and distribution of internal and external communications.
- Assist in producing reports, updates, presentations and briefing materials.

Information and Data Management

- Maintain accurate records, databases and filing systems relating to projects and service activity.
- Collect, input and update information in line with agreed procedures and data standards.
- Identify and report data quality issues or inconsistencies.
- Ensure compliance with data protection and information governance requirements.

Customer and Service Support

- Provide professional and courteous responses to customer enquiries.
- Provide support to reception and telephone services when required.
- Assist service teams during periods of increased demand.

Other Responsibilities

- To always represent Lochaber Housing Association and the Lochaber Group positively and effectively
- To be familiar with, observe and uphold all policies and procedures relevant to this role

- To communicate effectively with colleagues to ensure high quality service provision and performance
- To contribute constructively and effectively to the resolution of any complaints from service users and customers
- To participate in all relevant training and development
- To monitor compliance with all relevant statutory and regulatory requirements
- To follow all reasonable instructions and undertake any other reasonable tasks that may be required

Specific Resources Associated with this role

Mobile Phone / ICT

Key Relationships

THC
 Scottish Government
 Tecnica
 SDM
 SFHA
 SHN
 Key consultants in Sector