JOB DESCRIPTION

Budget/Establishment/Unit:	DIO European Support Group (ESG)
Branch/Department:	DIO ESG Housing
Location:	Ramstein
Post Title:	Business Support Housing Assistant
Grade:	C4a
Responsible to:	Housing Manager Ramstein
Vetting Requirement:	Cat 3
For regular employment with	National Support Element (NSE) Ramstein

1. GENERAL

The post incumbent works under the general day-to-day supervision of the Housing Manager Ramstein, providing assistance to both the DIO ESG Housing and Facility Management (FM) teams. In addition to general office administration tasks, the post holder will be computer literate and ideally have a basic understanding of estate and housing management and knowledge of the NATO Status of Forces Agreement and its Supplementary Agreement.

2. MAIN DUTIES

a. Support the Housing Manager and Estate Managers with the liaison and coordination of tasks / visits / appointments with Service Personnel living in DIO-leased accommodation in Ramstein, Ulm and Bavaria areas of responsibility. This includes the preparation of pre-move in, move in, pre-move out and move out appointment paperwork.

b. Ensure faults / work tasks are logged, following move-in appointments and on receipt of the 14-day reports. Provide feedback and progress updates to Service Personnel and their families.

c. Ensure housing records, including housing database, are kept up-to-date.

d. Assist the Compliance Administrator by supporting the Estate Managers with the collating / updating property compliance data for the compliance registers.

e. Answer queries from Service Personnel and their families via e-mail, telephone and face-to-face.

f. Assist with the coordination and processing of maintenance works (including cleaning and ground maintenance).

g. General DIO clerical tasks, filing, maintenance and control of house files.

h. Assist other members of staff in the completion of their tasks as directed.

3. OTHER DUTIES

a. On request of the employer, postholders must attend courses which are suitable to improve their professional skills.
b. Is required to deputise for other personnel during their absence as directed by the employer.
c. Carry out any other reasonable duties within the scope of the employer’s right of directive.

4. DRIVING OF DUTY VEHICLES

The post incumbent is required to drive duty vehicles and must hold a class B driving licence and FMT 600.

5. OVERTIME/WORK ON SUNDAYS AND/OR PUBLIC HOLIDAYS

Must work overtime at request of the employer.

6. SHIFT WORK/ROTATING SHIFT WORK

Regular shift work or rotating shift work is not a feature of the employment.

7. ON-CALL DUTIES

On-call duties are not a feature of the employment.

8. MEDICAL

A medical examination is not a prerequisite for this employment. However, employees must undergo medical examinations in accordance with Health and Safety at Work provisions or other relevant provisions as necessary.

9. REQUIRED PROFESSIONAL QUALIFICATIONS/EXPERIENCE

a. Essential

- Previous working experience in an administrative field of activity.
- Working knowledge and previous experience in IT systems and the use of SharePoint and Office 365.
- Strong organisational and administrative skills.
- Ability to effectively communicate in the English language both verbal and written, with good overall communication skills.
- Ability to work under supervision and follow established procedures.
- Ability to manage multiple tasks and prioritise workload effectively.
- Team player with a collaborative approach.
- Class B driving licence.

b. Desirable

- Basic understanding of estate and housing management.
- Knowledge of the NATO Status of Forces Agreement and its Supplementary Agreement.
- Basic knowledge of the German language.

10. HEALTH AND SAFETY AT WORK

Postholders are obliged to take care of their own safety and health at their place of work within their ability and in accordance with the instructions and orders of the employer. Furthermore, they are also obliged to take care of the safety and health of persons who are affected by their actions or omissions at work. Within the frame of these rules, they are especially required to use machinery, equipment, tools, working substances, working materials, transport aids and any other working aids as well as protective equipment and the issued personal protective equipment in accordance with the requirements. They must report any direct and considerable danger to health and safety as well

as failures of the safety systems to the employer or the relevant supervisor without any undue delay.

11. TRAVEL EXPENSES

The post incumbent is not entitled to payments for kilometres driven to and from their place of work to residence. If they are required to perform their duties outside the employment agency, they will be entitled to travel claims in accordance with the current regulations.

12. ORGANISATION CHART

The post incumbent's position in the organisation is shown below; this may change due to reorganisation or a redeployment and addition to staff.

Head of DIO ESG (SHAPE)
|
Housing Manager
|
Business Support Housing Assistant

Date

Signature Employee