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# Job Description

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**POST: Property Services Assistant**

**RESPONSIBLE TO: Head of Property Services**

**RESPONSIBLE FOR: None**

**GRADE: Band 3**

**DATE: December 2022**

**VERSION: FINAL**

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#### Job Purpose

* To provide an efficient administrative service within the Property Services Department
* To provide a support service within the Property Services Department
* To assist with the delivery of repairs and
* To fully utilise the SDM maintenance software

## Main Duties and Responsibilities

* Provide an ongoing administrative service in respect of response and planned maintenance
* Provide admin support for the pre and post inspection programme for the Property Services Officers
* Operate the maintenance invoice processing function in accordance with procedures
* Ensure the accurate and timely logging of repairs and defects, working closely with the Property Services Officers
* Liaise with contractors (and tenants where appropriate) to arrange visits in respect of repairs and defects
* Monitor all logged works orders and maintain dialogue with contractors to ensure timely completion of works
* Provide a troubleshooting & awareness service to tenants for routine maintenance and repairs
* Refer queries of a complex nature to the Property Services Officer or Head of Property Services as deemed appropriate
* Assist the Head of Property Services with monitoring expenditure for major capital and revenue programmes
* Generate tenant satisfaction forms and collate data following the completion of repair or maintenance work, referring the information to the Head of Property Services
* Liaise with Occupational Therapists, where appropriate, in respect of adaptations
* Support the Head of Property Services with adaptations by completing and submitting forms to the Department in respect of claims for repairs and adaptations
* Fully utilise SDM for recording information to keep property files updated

**Other Duties and Responsibilities within the role**

* Represent the Association at relevant meetings and forums
* Assist with the compilation, production and distribution of information, reports, agenda, minutes etc for sub-committees and other meetings as required.
* Assist with implementation of customer service standards
* Demonstrate the highest levels of customer care
* Ensure adherence to the policies and procedures of the organisation, particularly those regarding equal opportunity, health and safety and confidentiality
* Ensure all duties and responsibilities are carried out within standards outlined in the Housing Association Guide and Regulatory Framework
* Create, develop and maintain effective internal and external working relationships
* Competent use of office and IT equipment
* Attendance at occasional evening meetings
* Undertake any other duties, consistent with the post, which may be required from time to time
* Co-operate with the general work of the Association. Amendments to the job description may be necessary in order to adapt to changes in operational circumstances

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**Person Specification**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Knowledge, Skills and Experience** | | | | |
| The tools needed to do the role | **Essential** | **Interview (I) or App Form (AF)** | **Desirable** | **Interview (I) or App Form (AF)** |
| **Educational Qualifications**  **and Employment History** | Minimum of 2 A levels (or equivalent) and 5 GCSE’s (or equivalent) to include English Language & Mathematics at Grade C or above  and  A minimum of 1 years’ relevant experience in a busy office environment | (AF) | A relevant 3rd level qualification | (AF) |
| **Demonstrable Experience of** | Working in a busy office environment  Dealing with queries via letter, telephone, email and personal callers  Delivering an excellent standard of customer service  Working jointly with staff of all levels in an inclusive and supportive team environment | (AF)  (AF)  (AF)  (I) | Using SDM software  Maintenance function within a housing association | (AF)  (AF) |
| **Skills / Competencies** | Highly developed communication & interpersonal skills  Excellent organisational skills  Ability to work accurately under pressure  Ability to prioritise work and manage time efficiently  Ability to use own initiative and work with minimum supervision  Competent in the use of Microsoft Office or equivalent including email and Internet | (I)  (I)  (I)  (I)  (I)  (AF) |  |  |
| **Knowledge** |  |  | Awareness of social housing movement in Northern Ireland | (AF) |
| **Other** | Ability to attend occasional evening meetings  Commitment to continuous improvement | (I)  (I) | Working for an organisation governed by a voluntary board of management | (AF) |

|  |  |
| --- | --- |
| **Core Competencies** | |
| *Attributes/behaviours the role holder must possess to be successful in the role* | |
| Customer Focus | Actively pursues customer requirements, and focuses on customer satisfaction and standards for the service |
| Communication | Effectively communicates information in a variety of formats |
| Achieving Excellence | Creates a climate that relentlessly strives for excellence and continuous improvements |
| Equality and Diversity | Maintains the standards on Equality and Diversity and is viewed by all as demonstrating exceptional awareness |