



## Job description

<b>Job title:</b>	Property Services Administrator
<b>Responsible to:</b>	Existing repairs Team Leader
<b>Purpose of the post:</b>	The Property Services Administrator will provide high-quality, comprehensive administrative support to the Property Services Team; working alongside the Customer Services Team and responding directly to enquiries from Hastoe residents and stakeholders.

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### Key areas of responsibility:

1. Providing administrative support to our entire estate. Working closely with colleagues in the Property Services, Customer Services and Housing teams to help deliver a customer-focused responsive repairs service.
2. Liaising with response repairs and major works contractors in the delivery of these services, including requesting contractor updates and reviewing contractor portals.
3. Closely monitoring the contractors' mailbox and actioning and querying requests as appropriate. Receiving and responding to email queries from contractors and liaising with surveyors where required to resolve queries.
4. Raising tasks and booking Inspections for Repairs Officers, Surveyors and other colleagues via Hastoe's housing management system.
5. Carrying out customer satisfaction surveys, resolving any issues on first report of a problem and reporting on areas of focus. Providing information of customer satisfaction for monthly contract meetings.
6. Reviewing and investigating payment requests from contractors and processing valuations, purchase orders and invoices to contractors and suppliers promptly and efficiently.
7. Compiling a variety of statistical information including satisfaction surveys, financial reports and performance statistics. Sending regular reports to contractors and colleagues, including following up overdue orders.
8. Collating information relating to formal complaints and processing of compensation requests as required by the Existing Repairs Team Leader.



9. Ensuring customers are kept updated throughout the journey of the responsive repair. Logging details of correspondence on Hastoe's housing management system.
10. Preparing notices (Notice of Intent) in line with leasehold legislation and the Landlords and Tenants Act.
11. Ensuring that payment requests from contractors are reviewed and valuations are processed promptly and efficiently, reporting issues to the Existing Repairs Team Leader or Management team.
12. Amending works orders for Contractors, Repairs officers and management to authorise including time extensions. This will also involve Assisting contractors with varying orders on the system and working with ICT/ Business Systems support to resolve portal issues.
13. Supporting the Surveyors and planned works team with mail merge admin. Filing of documents on Liberty and updating attribute dates/information.

#### **Organisational responsibilities:**

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act at all times within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
3. Participate in agreed internal and external training and events.
4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing but may be changed from time to time to meet the changing requirements of Hastoe.



## Person specification

Attributes	Essential	Desirable
<b>Education and training</b>	<ul style="list-style-type: none"> <li>GCSE English and Mathematics, or equivalent.</li> <li>Willing to pursue training and development activities as required.</li> </ul>	
<b>Skills and experience</b>	<ul style="list-style-type: none"> <li>Proven track record in delivering excellent customer service.</li> <li>Proficient in the use of Microsoft Office applications (Word, Excel, Outlook, Power point).</li> <li>An understanding of equalities and diversity issues and how they can impact on the job role.</li> <li>Previous office administration experience.</li> <li>Clear communication skills, both oral and written.</li> <li>Excellent telephone manner.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of asset management in a social housing context.</li> <li>Proficiency in/knowledge of ActiveH IT systems.</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li><b>Customer Inspired:</b> A positive approach to customer service (for both internal and external customers).</li> <li><b>Open and Transparent:</b> Able to listen, learn and improve.</li> <li><b>Professional:</b> Able to take ownership of your actions and cope well under pressure.</li> <li><b>Passionate:</b> Able to go the extra mile to find solutions and meet deadlines.</li> <li><b>Enterprising:</b> Willing to seek new learning experiences.</li> <li>Good attention to detail.</li> <li>Assertive where necessary, saying "no" where appropriate, whilst remaining sensitive and calm.</li> <li>Ability to cope well under pressure.</li> <li>Able to organise and prioritise own workload.</li> <li>Able to work as part of a team.</li> <li>Willing to take on new ideas and translate them into working practice.</li> </ul>	
<b>Personal Circumstances</b>	<ul style="list-style-type: none"> <li>Willingness to travel occasionally to other Hastoe sites and contractor offices as required.</li> <li>Willingness to attend evening meetings as required.</li> </ul>	<ul style="list-style-type: none"> <li>Car driver with access to a car.</li> <li>Valid UK driving licence.</li> </ul>