



<b>Job title</b>	Fixed - Term Property Services Administrator
<b>Reports to</b>	Head of Asset Management & Development
<b>Responsible for</b>	NA
<b>Location</b>	90 Beech Avenue New Basford Nottingham NG7 7LW
<b>Hours</b>	37 per week
<b>Salary</b>	£24,867.62 Per Annum – Scale 5

### **Purpose**

The post will support the Asset Management Team and report to the Property Services Team Leader. You will be responsible for maintaining robust procedures and processes so that the Association's building stock is well managed and meets the required standards. It will also ensure that databases are kept updated to ensure compliance needs are met.

Your role will be to manage a range of complex disrepair cases across all Tuntum Housing Association's housing stock as well as scheduling work for the Direct Trade Operatives or contractors as required. To ensure that work is allocated efficiently by actively planning and tracking job orders through to completion. You will ensure that all customers receive the highest service levels at all times.

### **Disclaimer**

Any job description provided to you by the organisation will not form part of your employment contract unless specified otherwise. This job description details the major aspects associated with the post. It is not intended to cover every feature of the role in detail. The responsibilities of the role may develop over time. In your day-to-day work, you are expected to undertake any reasonable duty as requested by your line manager or in their absence, a senior officer of the Association. Suppose you consider that your role is significantly different from what is outlined in this document. In that case, you are encouraged to discuss this with your line manager and agree to a revised job description.

### **Duties and responsibilities**

#### **Key responsibilities**



Monitor all repairs for disrepair and damp & mould cases, from inception to completion and escalate concerns to the Head of Asset Management & Development.

Actively manage and monitor the workload of multiple operatives and contractors.

Ensure operative's diaries are reviewed and updated regularly

Review and reallocate scheduled jobs to operatives or contractors available to ensure all resources are effectively utilised

Using the correct SoRs, raise orders and variations on the IT systems.

Plan and dispatch jobs to the best-placed operatives [or contractor] with the right skills to complete the repair first time

Action unscheduled jobs and ensure that all emergency and overdue repairs are carried out as per the agreed timescales.

Ensure follow on appointments with the customers are arranged where jobs require more than one visit to complete.

Ensure regular meetings are held with the senior management to ensure continuous improvements.

Acknowledge all repair-related complaints using the appropriate method, advising the customer of how the issue will be dealt with, by whom, and to what timescale.

Deal with frontline calls/enquiries/telephone messages concerning new and existing repair requests in a timely and courteous manner, taking ownership of the query or problem and attempting to resolve it personally (a 'one stop shop' approach) or referring complex cases to the relevant team member/manager when required.

Maximise own personal development by positively contributing to induction, supervision, training, appraisal and team meetings.

Deal with new and existing repair request e-mails sent directly to a dedicated repair E-mail addresses and ensure a reply within agreed set service standards.

Check the dedicated "repair" voice mail and progress as necessary  
Record new repair requests, with the correct priority.



Ensure that all details are correct and there are no duplicated jobs.

Deal with customer issues, ensuring they do not progress into complaints and escalating any performance issues to the Property Services Team Leader.

Effective management of all resources, systems and processes to ensure service delivery while maintaining a commercial focus.

Coach the Service Resolution Team in the planning process to ensure the most productive utilisation of the operatives and subcontractors.

Use and update the IT and other systems, inputting and extracting information and ensuring protocols are followed.

Work with colleagues, residents, operatives, sub-contractors, and other suppliers to ensure that targets are met, and excellent service is delivered.

Communicates in a clear, concise and constructive manner based on own knowledge and experience, meeting the caller's needs effectively and efficiently, remaining calm and in control.

Understand the legal and regulatory framework in which Tuntum provides housing and support to residents.

Continuously look to improve the quality of the Association's services, responding positively to customer feedback and complaints.

Produce clear and concise correspondence.

Work towards achieving KPIs.

Adapt services and empathise with customers to meet the needs of minority groups and their diversity.

Work by Tuntum's policy and legislative requirements for health and safety and report any accidents or potential accidents and near misses in line with Tuntums guidelines.

Provide required cover for the Service Resolution Team and Asset Management team as required.

Contribute positively to working as one team across Tuntum to deliver quality services to our residents.

Awareness of Health and Safety legislation and they are followed and undertaken.



Act professionally while on duty and when representing Tuntum in any capacity.

Maintain accurate and up to date records ensuring that they are stored and reviewed regularly in line with general data protection regulations (GDPR).

Contribute to the development of new processes.

Participate in projects and initiatives that help create an independent culture for customers.

Feedback lessons learned to promote an evolving and continuously improving service.

#### Person Specification

Requirements	Essential	Desirable
Education	A good level of written and spoken English.  Advanced skills in Microsoft Word, Excel and Outlook.	Mail merge in Microsoft Word.
Knowledge		Basic understanding of compliance requirements.  Housing repair responsibilities
Experience required	Dealing with contractors, trade operatives, suppliers, and customers/residents.  Managing spreadsheets and running reports.  Experience of working in a small to medium organisation.  Experience of working in a paced paced environment.	Experience of using Omniledger or another Housing Management software.

<b>Skills and aptitudes required</b>	<p>Prioritising workload to meet deadlines and targets.</p> <p>Ability to listen and work with diverse groups of people.</p> <p>Work with own initiative.</p> <p>Ability to work alone and in a team.</p>	
<b>Personal qualities required</b>	<p>Patience and understanding.</p> <p>Calm under pressure.</p> <p>Methodical in approach.</p>	

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<b>Approved by:</b>	Barrington Billings, Head of Asset Management & Development
<b>Date approved:</b>	24/11/2023