

Job title	Property Services Administrator
Reports to	Property Services Team Leader
Responsible for	N/A
Location	Head Office, 90 Beech Avenue, NG7 7LW
Hours	37 per week - Monday to Friday
Salary	£27,969.98 Scale 5

Purpose

The Property Services Administrator provides effective administrative and coordination support across Tuntum's Asset Management service.

This is a varied role supporting the effective planning, coordination and delivery of property services relating to our homes and buildings. Working with colleagues, contractors, suppliers and customers, the postholder will help ensure that appointments, inspections, repairs, works, servicing programmes and other activities are organised effectively and progressed within agreed timescales.

The role is responsible for maintaining accurate records, coordinating activities, monitoring progress and providing clear and helpful communication to customers and other stakeholders.

The postholder will provide support across different areas of Asset Management according to service requirements and priorities, including repairs, voids, planned investment, compliance and surveying. The role provides an opportunity to develop knowledge and experience across a broad range of property and housing services.

Duties and responsibilities

Property Services Administration and Coordination

- Provide effective administrative and coordination support across Asset Management in accordance with service requirements and priorities.
- Support the planning and scheduling of appointments, inspections, repairs, works, servicing programmes and other property-related activities.
- Raise, update and monitor orders, jobs, cases and other activities on relevant systems, ensuring records remain accurate and up to date.
- Monitor outstanding actions, repairs and works, following up with colleagues, contractors and suppliers to support timely completion.

- Support the coordination of contractor and internal team workloads to help make effective use of available resources.
- Maintain accurate records, databases, documents and supporting information relating to Asset Management activities.
- Provide administrative and coordination support across repairs, voids, planned investment, compliance, surveying and other property-related programmes as required.
- Monitor agreed timescales and service targets, identifying and escalating delays, risks or concerns to the appropriate colleague or manager.
- Provide general administrative support to the Property Services Team Leader and wider Asset Management service as required.

Customer, Repairs and Job Support

- Communicate with customers regarding appointments, repairs, inspections, works and other property-related matters, providing clear, accurate and helpful information.
- Respond to enquiries, telephone calls, emails, messages and correspondence professionally and promptly, taking ownership of straightforward matters and referring technical or complex issues to the appropriate colleague.
- Raise and log repairs, works orders, follow-on jobs and other service requests on relevant systems where required.
- Apply appropriate coding or Schedule of Rates information where required and within the postholder's knowledge, training and competence, referring technical decisions to appropriately qualified colleagues.
- Monitor emergency, urgent and overdue repairs or works and escalate cases approaching or exceeding agreed timescales.
- Coordinate follow-up appointments where repairs, inspections or works require additional or multiple visits.
- Liaise effectively with customers, colleagues, contractors, operatives, consultants, suppliers and other partners to support timely service delivery.
- Keep Customers appropriately informed about the progress of works and help ensure that expectations are managed through clear and timely communication.
- Support the administration of customer feedback, complaints and service enquiries, ensuring relevant information and records are available to colleagues responsible for investigating or responding.
- Support the service in meeting relevant housing standards and statutory or regulatory requirements, including requirements relating to the timely management and escalation of property conditions and repairs.

Records, Performance and Service Support

- Maintain accurate and complete property, repair, works, contractor and customer records on Tuntum's systems.
- Use Tuntum's IT and housing management systems effectively and ensure information is recorded in accordance with data protection and information governance requirements.
- Support the preparation of reports, performance information and service data as required.
- Monitor and update information used to support service performance, identifying missing, inaccurate or overdue information where appropriate.
- Maintain confidentiality and data integrity when handling customer, property, contractor and organisational information.
- Support document management and record keeping across the Asset Management service.
- Contribute to the review and improvement of administrative processes, systems and ways of working.
- Provide administrative support and cover across the wider Asset Management service according to operational requirements.

Working Across Tuntum

- Work collaboratively with colleagues across Tuntum and contribute positively to the delivery of high-quality services to customers.
- Build effective working relationships with colleagues, customers, contractors, suppliers and external partners.
- Follow Tuntum's policies and procedures, including requirements relating to health and safety, safeguarding, equality and diversity, data protection and information security.
- Raise concerns, risks or service issues promptly with the appropriate colleague or manager.
- Support changing service priorities and undertake other reasonable duties appropriate to the level and nature of the role.

Personal and Professional Development

- Take responsibility for personal development through induction, supervision, training, appraisal and team meetings.
- Develop knowledge and understanding of Asset Management, property services and the wider social housing environment relevant to the role.

- Contribute positively to team working, sharing information and supporting colleagues where appropriate.
- Organise and prioritise workload effectively, balancing competing tasks and deadlines while maintaining accuracy and good customer service.
- Contribute to continuous improvement by identifying opportunities to improve administrative processes and the customer experience.

General

This job description outlines the principal responsibilities of the Property Services Administrator and is not intended to be exhaustive. Duties may develop over time to reflect changes in legislation, regulation, service delivery, organisational priorities and the needs of Customers.

The postholder will be expected to undertake reasonable duties appropriate to the level of the role and provide support across different areas of the Asset Management service where required.

Person Specification

Requirements (Essential)		Method of Assessment
Education	A good level of written and spoken English.	Application/Interview
Knowledge	Good working knowledge of Microsoft Word, Excel and Outlook, with confidence in learning and using other IT systems. Understanding of the importance of accurate record keeping, confidentiality and data protection. Understanding of good customer service and the importance of clear, accurate and timely communication	Application/Interview

Experience required	Experience of working in an administrative, customer service or coordination role. Experience of managing a varied workload, organising tasks and working to deadlines. Experience of maintaining accurate records and updating information on electronic systems. Experience of communicating effectively with customers, colleagues and external organisations, Experience of responding to customer enquiries, resolving straightforward issues and escalating matters appropriately	Application/Interview
Skills and aptitudes required	Strong organisational and administrative skills, with the ability to prioritise competing demands and meet deadlines. Strong written and verbal communication skills, with the ability to communicate professionally with Customers, colleagues, contractors and suppliers. Good attention to detail and the ability to maintain accurate records and information. Ability to use initiative, take ownership of straightforward enquiries and actions, and recognise when matters need to be escalated. Ability to monitor outstanding actions and follow up with others to help ensure work progresses within agreed timescales. Ability to manage challenging conversations and remain calm, professional and customer-focused under pressure. Ability to work effectively both independently and as part of a team.	Application/Interview

	Confidence using IT systems and the ability to learn new systems and processes.	
Personal qualities required	Proactive, organised and reliable, with a positive and solution-focused approach. Customer -focused and committed to providing a high standard of customer service. Flexible and adaptable, with the ability to respond positively to changing priorities. Willing to learn and develop knowledge of Property Services, Asset Management and social housing. Collaborative and able to build effective working relationships with a range of people. Committed to equality, diversity, health and safety and Tuntum's values and standards of behaviour.	Interview

Approved by:	Luke Mellors
Date approved:	10/09/2026