

Job title: Property and Repairs Administrator

Responsible to: Property Services Manager

Role purpose:

- To be the key contact for residents to report repairs, ensuring relevant information is obtained from residents to issue appropriate works to the correct contractors, in line with our “right first time” approach
- To receive and record satisfaction surveys each month
- To assist with work relating to our void (empty) homes
- To visit residents in their homes, as required, to carry out trusted assessor visits, for minor aids and adaptations
- To co-ordinate the approved contractor annual reviews
- The role is office based 3-days a week; working hours at 9am – 5pm.

Key responsibilities:

1. Be the key contact for residents reporting repairs, proactively managing responsive repairs, assigning the correct timescale and liaising with contractors / residents to ensure appointments are made and kept, with repairs completed on time. This will also involve obtaining quotations for repair works, when needed
2. Working with Housing and Property colleagues, assist with work relating to our void (empty) homes, ensuring works orders are issued quickly and appropriately, with in-house data kept up to date to ensure clear timelines
3. Working with the Property Services Manager, act as resident liaison to ensure residents are aware of planned maintenance works, key dates, appointments etc. with clear and timely communications
4. Manage the repairs and relevant property satisfaction surveys, recording responses and highlighting any areas of concern to the Property Services Manager
5. Visit occupied homes, as required, to carry out assessments (as a trusted assessor) for residents with a need for minor aids and adaptations, ensuring IT records are updated
6. Logging contractor work order updates, to ensure records are up to date
7. Management of the key fobs systems
8. Working with colleagues, issue and co-ordinate information returns relating to our annual approved contractor process, ensuring relevant insurance, evidence of qualifications are in-date, saved and filed appropriately
9. Provide monthly performance results relating to your area of work, highlighting any areas of concern

10. Working with the Housing team, attend “surgeries” at various schemes, as the Property representative, receiving / updating repair enquiries, liaising with contractors and other SHS colleagues as required to resolve the queries received, ensuring information is feedback to the resident(s)
11. Respond to enquiries relating to the handy person scheme, co-ordinating work with the contractor and resident, in liaison with colleagues as needed
12. In their absence, provide cover for the Property Assets & Compliance Officer, ensuring compliance related work is planned and actioned with records updated as necessary
13. Carry out general administration tasks such as paying invoices, responding to repair requests logged on our IT system / resident app / website etc, preparing relevant notices for the digital notice boards and the resident app, filing etc
14. Contribute to the effective and efficient running of the property service, attending relevant meetings and being proactive in undertaking training as appropriate
15. Ensure that property-related records on the housing management system (QL) is up to date and accurate
16. Comply with all of Sutton Housing Society’s policies, procedures, financial regulations and standing orders and with the organisation’s Code of Conduct and Values
17. Demonstrate commitment to valuing diversity and upholding the organisation’s equal opportunities and diversity policy at all time
18. Undertake any other duties commensurate with this post, as directed by your line manager /senior management team.

Person specification: Property and Repairs Administrator

The person specification states the **minimum** knowledge, skills and experience required to carry out the job.

E = Essential criteria D = Desirable criteria	Essential Criteria	Desirable Criteria
Experience: • Minimum 2 years' experience of working with the public • Experience of dealing with people in challenging situations	Both are essential	
Job related knowledge, aptitude and skills: • Attention to detail, accurate and numerate • A great organiser • Excellent, pro-active communication skills • Minimum 2 years' experience of using Microsoft Office, including proficiency in creating mail merges, spread sheets and using Excel • Ability to work alone under pressure and to meet deadlines • Great customer service focus, a real "people" person • Ability to drive, with a full driving license and access to a vehicle.	All are essential	
Personal Qualities: • A great team player and relationship builder • Compassionate, and approachable, with a sense of humour • A positive approach to work and life, willing to take responsibility for own actions • Open and honest, with a strong sense of integrity • Hardworking, flexible and willing with 'can do' attitude • Wanting to make a difference every day • Committed to equality and diversity	All are essential	

• Ability to use own initiative and judgement • A creative and problem-solving approach to work.		
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