ROLE PROFILE

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| Job Title:  | Asset Assistant | Reporting to:  | Head of Assets |
| Directorate:  | Property Services Department  | Location:  | The Gateway, 89 Sankey Street  |
| Responsible for: |
| Overall contribution to goals of Warrington Housing Association |
| Purpose of the role:  |
| * To provide a quality and efficient repairs reporting and administrative control
* To work as part of a small team with a flexible approach. To help maintain a good housing stock and obtain value for money. To ensure that all systems and procedures are followed and that agreed targets are achieved.
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| Key accountabilities and job content:  |
| Day to Day Repairs:* To deal with repair requests / enquiries direct from tenants and other colleagues.
* Process works order by inputting accurate information onto HomeMaster.
* Establish suitable repair appointments with tenants.
* Gain authorisation for orders over specified value for delegated authority.
* Establish if work being carried out needs to be re-charged or processed as an insurance claim.
* Ensure contractors complete works within specified times, checking late jobs and contacting contractors where timescales are exceeding SLA’s.
* Record any incoming complaints / comments / compliments and to notify the appropriate Property Services Officer.

Scheduled / Cyclical Works:* Prepare works orders to successful contractors and notification letter to tenants.
* To receive and respond to work in progress enquiries.
* Distribute tenant satisfaction questionnaires.
* Process and check interim payments and invoices.
* Arrange post inspections for Officers.

Void Repairs:* Provide notification for forthcoming void properties to Officers.
* Prepare works orders in HomeMaster.
* Coordinate the distribution of orders and keys to contractors.
* Liaise with contractors / housing management / prospective tenants.
* Receive and check corresponding invoices for approval by Officers and Property Services Director.
* Monitoring progress and completion of void repairs.

Service Contracts:* Undertake the general day-to-day administration and coordinating duties in relation to service contracts.
* Prepare orders for service works.
* Liaise with tenants/contractors/housing management.
* Coordinate access arrangements with the tenants / ILC’s.
* Receive and check corresponding invoices for approval by Officers.
* Coordinating service inspections and reporting requirements / recommendations.
* Liaising with ILC’s on day to day requests / service repairs for the scheme.

General Duties:* Liaise with the out of hours monitoring group (ORBIS) and update on contact and cover arrangements.
* Monitor out of hours reports and organise subsequent repairs
* Receive and log requests for repairs to the Gateway offices, prepare works orders and communicate with contractors.
* Organise suitable access arrangements with the Gateway tenants for service or repair works.
* To check claims for repairs through insurance’s, set procedures.
* Input and update completed jobs information.
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| Qualifications  |
| * No formal qualifications identified but must be able to demonstrate a high level of literacy, numeracy and an attention to detail.
* Relevant experience and/or transferrable skill set.
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| Knowledge, skills and experience  |
| * Excellent skills in written and verbal communication and the ability to communicate and share ideas at all levels.
* Excellent organisational and time management skills.
* Ability to prioritise work effectively and respond to challenges constructively.
* Build professional relationships with colleagues and partner organisations.
* Be creative in supporting continuous improvement within the team.
* Proficient in Microsoft packages.
* Strong ethics, with an ability to manage confidential data.
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| Corporate |
| * Responsible for the health, safety and welfare of yourself and others at work, embedding a safety-first culture.
* Commitment to equality, diversity and inclusion.
* Adhere to safeguarding policies and procedures, reporting any concerns and working with agencies to safeguard vulnerable customers and colleagues.
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| * Comply with the General Data Protection Regulations.
* Occasional evening or weekend work
* May be required to undertake any other reasonable duties commensurate with the role.
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| Competency Framework  |
| Team Working - Level 2; Respect – Level 2; Progress – Level 1; Leadership - Level 1; Integrity – Level 2; Customer Service - Level 2 |