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. | | | |
| 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. | | | |
| 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. | | | |
| 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. | | | |
| 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. | | | |
| * 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. | | | |
| Competency Framework | | | |
| Team Working - Level 2; Respect – Level 2; Progress – Level 1; Leadership - Level 1; Integrity – Level 2; Customer Service - Level 2 | | | |