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| Job Title: | Property Services Administrator |
| Department : | Property Services |
| Reporting To: | Senior Property Services Administrator  |
| Direct Reports | None  |
| Job Purpose | The Property Services Administrator is a central role in delivering property related services to our residents. Key responsibilities include* Providing a professional and customer focused reception service to all visitors and callers. Including residents; contractors; consultants; government officials; board members and other agencies.
* To be part of a team analysing and prioritising repair reports coming into the association.
* Providing administrative support to the property services team and responsive repairs contractors.
* To be the first point of contact in the ordering of new furniture, fixtures and fittings.
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Key Responsibilities

To assist the Senior Property Services Administrator in providing a professional and customer-focused property services and front of office service.

 **Property Services**

1. To provide a responsive service for repair reports coming into the association. Including telephone calls, e mails and direct contact.
2. Ensure each repair report is diagnosed (utilising on line diagnostic tools), and triage accordance to guidance, systems and procedures provided by the Senior Property Services Administrator.
3. To co-ordinate with the Senior Property Services Administrator the raising of job orders and programming pre and post inspections work with the Maintenance Surveyor. To follow tracking systems to ensure jobs are completed within timescale.
4. To liaise closely with residents/projects keeping informed of repairs completion dates.
5. To weekly prepare & distribute outstanding repairs reports to the SMT and projects.
6. To carry out post repair satisfaction surveys – utilising both electronic systems and phone calls.
7. Ensure that changes to the property data base ie resident cautions, details, new properties are notified to all repairs contractors.
8. Order new furniture, fixtures and fittings for schemes when requested and in doing so utilising budget monitoring systems.
9. Under direction of the Senior Property Services administrator maintain and report on servicing schedules, examples include gas servicing, legionella testing and emergency light testing.
10. Input invoices and check completion information onto the property services database.
11. To support the Senior Property Services Administrator in the raising of job orders and programming works to void properties to ensure they are managed efficiently. To be responsible for maintaining the weekly voids checklist.

**Reception/Front Desk**

12 To provide a professional and customer-focused reception service to all visitors and callers to PRHA.

13 To check and equip meeting rooms for visitors and meetings. Ensure the reception area and interview rooms are clean, tidy, free from hazards at all times and that safety equipment is working e.g. alarms. Report any issues to the Senior Property Services Administrator.

14 Liaise closely with all teams in PRHA to maintain up to date knowledge of activities/services and ensure that these are reflected in information/literature displayed in reception.

15 filter visitors/callers to PRHA ensuring that they deal with or the information is passed to the appropriate officer, first time/ every time.

16 Ensure that details of scheduled visitors / meetings are kept in reception to aid confident and professional greeting of visitors and adherence to appointment times.

 **General**

17 Actively promote equal opportunities, customer care and safe working standards in all aspects of your works.

18 Any other duties commensurate with the post as may from time to time be required.

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| **PROVIDENCE ROW HOUSING ASSOCIATION****PERSON SPECIFICATION** |
| Job Title Property Services Administrator |

# EDUCATION

1. Educated to ‘O’Level /GCSE standard or its equivalent.

# EXPERIENCE

2. 1 year Administration experience within a property services or housing team

3. Experience of working in a customer service environment

# SKILLS/ ABILITIES

5. Ability to organise own work-load effectively, with sufficient flexibility to adapt to changing priorities and respond effectively to peaks of pressure.

6. Ability to handle sensitive and confidential matters with tact and discretion.

7. Ability to identify and diffuse potentially difficult situations.

8. Ability to communicate clearly and effectively, both verbally and in writing, to a wide range of individuals including the public and stakeholders.

9. Ability to diligently manage and develop administrative systems and to organise information so that it is accessible to others within the organisation.

10. High level of skill in a range of computer skills including Microsoft Word, Outlook, Excel, Publisher and PowerPoint.

11. Ability to present information in a professional and creative way.

12. Ability to manage projects including maintaining void and servicing reporting sheets.

1. Ability to problem solve, investigate issues and produce reports on a range of subjects.
2. Ability to minute meetings on behalf of the Property Services Team (on laptop preferably) and take forward action lists.

**PERSONAL QUALITIES**

1. A methodical & organised approach with attention to detail.
2. Commitment to working for a voluntary organisation housing homeless people and those with dependency issues.

17 To demonstrate an understanding of, and commitment to, equal opportunities and health and safety in all aspects of the Association’s work.

18. All staff must accept fully PRHA’s Code of Conduct and the values of the organisation