

PROVIDENCE ROW HOUSING ASSOCIATION

Job Description

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| Job Title: | Senior Property Services/Operations Administrator |
| Department : | Property Services |
| Reporting To: | Head of Property Services – 4 days a week Director of Operations – 1 day a week |
| Direct Reports | Maintenance Operatives, Property Services Administrator |
| Job Purpose Part one | <p>The Senior Property Services Administrator is a central role in delivering property related services to our residents. This role is responsible for providing high quality, responsive maintenance management focus to the department.</p> <p>The Senior Property Services Administrator is responsible for managing and organising PRHA's Property Services Team.</p> <p>The post holder will work collaboratively with colleagues and contractors to ensure the delivery of a customer focused, cost effective, high quality and value for money service.</p> <p>Key Responsibilities Include:</p> <ul style="list-style-type: none"> • The management of PRHA's repairs calls and reporting services. • Allocation of minor works to PRHA's Maintenance Operative • Monitoring and managing servicing contracts • Budget & Invoice Processing & reporting • Management of first point of contact service |
| Senior Operations Administrator – 1 day per week | <p>Key Responsibilities:</p> <ol style="list-style-type: none"> 1. Leading on the coordination of corporate projects. Initially a property management data base. 2. To develop project plans with Dir Ops to deliver projects. 3. To input data and set up data checking systems. 4. Coordination of PRHA's training programme – including liaison with training providers, booking training rooms, liaison with managers and staff and update training records on cascade 5. Participation in the corporate management of the organization including a range of governance, communications and information functions. |

The management of PRHA's repairs calls and reporting service.

1. To manage the response service for all repair reports coming into the association. Including telephone calls, emails and direct contact.
2. To ensure each report is diagnosed (utilising on line diagnostic tools), triaged according to repairs reporting deadlines – emergency, Urgent and routine repairs. And that works are directed to PRHA's maintenance surveyor for further analysis and specification where necessary.
3. To allocate repairs to PRHA's in house maintenance operative & our repairs contractor for completion.
4. To track each repair, keep residents informed of repair expected completion date, track programmes of works ensuring contractor compliance with specification and deadline.
5. To log all repairs onto PRHA's repairs reporting database.
6. To establish and maintain the daily emergency board.
7. To report weekly on all work in progress repairs with deadline completion dates.
8. To update stock condition survey database on all cyclical and major repairs carried out – including new kitchens/bathrooms in general needs properties etc
9. To report quarterly on performance against departmental KPIs.
10. To co-ordinate and maintain a list of emergency call-out telephone numbers for contractors and services. To ensure systems in place to daily pick up out of hours call outs to identify outstanding works once made safe.
11. To liaise and take advice from PRHA's Insurance company when required.

Allocation of Works

12. Utilising diagnostic tools and allocation procedures ensure all repairs and works are allocated to the maintenance operative, Maintenance Surveyor or contractors. Ensuring each job is correctly specified in order to achieve first fix at first visit.
13. Liaise closely with the maintenance surveyor to track subsequent works specifications to contractors/in house operative within budget and deadline timescales.

Contractor Liaison

14. Contractor Liaison – day to day & contract monitoring meetings and monitoring all works – allocation of works to contractors.

Monitoring and Managing Servicing Contracts

15. To manage building servicing contracts including emergency light testing, lift servicing, water testing etc Specifying renewals of contracts with the Head of Property Services.
16. To ensure all building services installations are maintained in a planned way – including water pumps, water tanks and lifts.

17. To establish and maintain systems for maintaining up to date compliance records.
18. Monitoring and reporting on compliance. Including quarterly reports to SMT & Board and health and safety working group.

Budget Management

19. To develop and implement effective systems for budget management and performance monitoring. Including team awareness of monthly expenditure targets under each budget code & clear delegated authority budget expenditure and process systems.
20. Invoice logging, checking and monitoring management. Ensuring invoices are processed within Finance Procedural timescales.
21. Manage petty cash ensuring funds are topped up weekly

The Management of First Point of Contact Service

22. To manage a team of property services administrator/s and volunteers to provide a professional and customer-focused reception service to all visitors and callers to PRHA which includes residents, contractors, consultants, government officials, board members; other agencies. Ensuring front desk is covered at all time and the highest customer service standards are delivered.
23. Provide systems to ensure that all visitors are dealt with first time/every time.
24. Ensure that the reception area and interview rooms are clean, tidy and free from hazards at all times and that safety equipment is working e.g. alarms.

Quality & Excellence

25. To promote cross team working and communication to create a service bespoke to the needs of all stakeholders
26. To ensure the effective and efficient handling of complaints following PRHA's Complaints procedure.
27. To carry out regular reviews with direct reports to ensure all staff are appraised and developed in an effective and sensitive manner and that performance indicators are met through the setting of and monitoring of individual and team targets.
28. To constantly review working practices in order to continuously offer the highest quality service and standards in meeting the needs of residents.
29. To represent the Property Services team in a professional manner to both internal and external groups and at meetings as requested.

Other

30. To deal with promptly and in a timely manner all environmental Health, fire notices or complaints from statutory authorities.

31. To assist the delivery of internal policies, procedures and agreements and look for ways in which to continuously improve the service to achieve value for money and increased resident satisfaction.
32. To follow PRHA Health and Safety policies and procedures to ensure, as far as is practicable, your own safety and that of others in the workplace. You may be required to undertake specific Health and Safety roles such as Fire Warden or First Aider as part of your duties
33. Any other duties as required from time to time to ensure the provision of good quality, compliant services and on occasions may require working late or outside of usual working hours where time off in lieu will be available.

Person Specification: Senior Property Services Administrator

| Requirements | Essential | Desirable |
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| Education & Qualifications | 1) GCSE English & Maths | Business Administration Level 2 and/or 3 qualified |
| Experience (3-5 years +) | <p>2) Extensive experience working in a property Services department (3-5 years)</p> <p>3) 2 years' experience of managing staff, contractors and consultants.</p> <p>4) 2 years' experience of managing repairs department functions.</p> <p>5) 2 years' experience of departmental budget management</p> <p>6) Administration/Database experience</p> <p>7) Ability to organise own work-load effectively, with sufficient flexibility to adapt to changing priorities and respond effectively to peaks of pressure.</p> | <p>Social Housing</p> <p>Working with vulnerable people</p> |
| Knowledge | 6) Knowledge of and ability to use on line repairs diagnostic tools. | |
| Skills and Abilities | <p>7) Ability to manage and develop administrative systems and computerized information and to organize information so that it is accessible to others within the organisation.</p> <p>8) High level of skill in a range of computer skills including Microsoft Word, Outlook, Excel, Publisher and PowerPoint.</p> <p>9) Sound judgement in relation to property matters</p> <p>10) Good interpersonal skills including: diplomacy, confidentiality and careful listening.</p> <p>11) Ability to write clear and concise property reports recommending a course of action.</p> <p>12) Able to work independently whilst maintaining excellent communications with reporting base.</p> <p>13) willing to work flexibly in order to meet deadlines</p> <p>14) Creative, ability to deliver practical solutions and flexible to meet others needs.</p> <p>15) Well organised, copes well under pressure, takes ownership, proactive, goal focused</p> | |

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| | <p>15) Ability to problem solve, investigate issues and produce reports on a range of subjects.</p> <p>16) Ability to set and manage budgets – to schedule works in accordance with financial parameters.</p> | |
| Personal Qualities | <p>17) Ability to demonstrate an understanding of, and commitment to, equal opportunities, health and Safety in all aspects of the Association's work.</p> | |