

JOB DESCRIPTION	
Title of Job:	Property Maintenance Assistant
Location:	Invergordon
Number of Jobholders:	5
Title of Line Manager:	Senior Repairs and Compliance Officer
Responsible for:	n/a

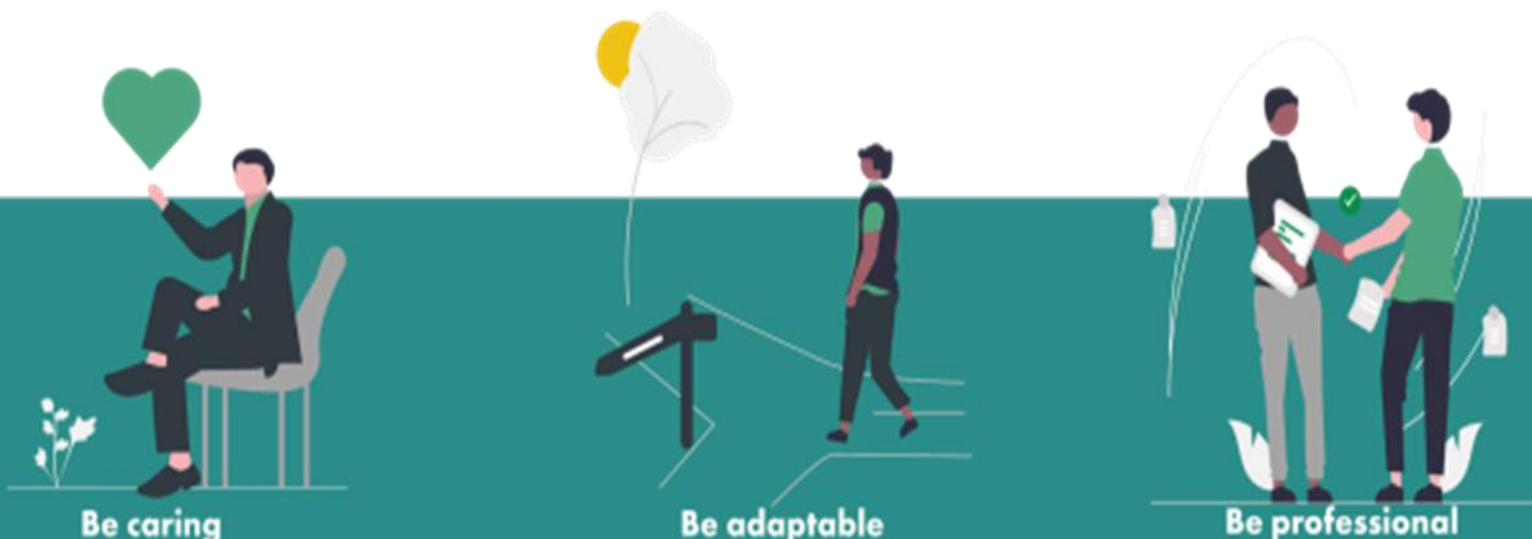
Purpose and Scope

To deliver a consistently high level of frontline service in all aspects of our day-to-day property services operation in line with our organisational values, aims, objectives and performance standards. Achieve or exceeded objectives and targets related to legislation, policy, procedures, and best practice guidance, within budget parameters.

Job Outline: Responsibilities and Tasks

MAJOR TASKS

- Provide, triage and administer front line property services, ensuring smooth and efficient delivery in line with regulatory targets.
- Receive, create, schedule, and manage maintenance and inspection requests, including responsive repairs, void management, external maintenance contracts and other property functions applicable to all homes, buildings and property holdings.
- Contribute to and assist colleagues with record maintenance and collation of performance data, statistics, and profiling reports as required.
- Investigate and respond to complaints in line with the Scottish Public Sector Ombudsman (SPSO) complaints process and internal guidance.
- Support the organisations customer engagement objectives.



Job Outline: Responsibilities and Tasks

MAIN ACTIVITIES

- **Provide triage and administer front line property services, ensuring smooth and efficient delivery in line with regulatory targets.**
 - *General activities:*
 - Ensure all tenancy and property records are regularly reviewed and updated accurately and timeously with all relevant changes of information.
 - Monitor and respond to all phone calls and mailboxes assigned to functions in a timeously and professional manner ensuring requests and replies are managed efficiently.
 - To liaise with tenants, accommodation staff, owners, contractors, and Albyn colleagues to ensure works and inspections are delivered, ensuring good communication on expectation and timescales.
 - Process, query and approve invoices within delegated authority limits.
 - To deliver excellent service to Albyn tenants.
 - *Repairs, maintenance and void management related activities:*
 - Prioritise and log reported repairs, raise appropriate works orders and issue them to the appropriate approved contractors.
 - Co-ordinate to ensure all repairs and follow up work are entered, issued and completed within required time scales.
 - Work with colleagues to ensure work carried out by contractors is to required standards and good value for money.
 - *Compliance related activities:*
 - To ensure the administration and delivery of Albyn's works programmes meets statutory and contractual obligations recording compliance with contract KPIs.
 - To maintain accurate, coordinated and up-to-date asset and contract records, including recording and reporting of works progress, budgets, revised budgets, invoices, payments, certifications and warranties in databases and reports as required.
 - Co-ordinate new contractors packs, ensuring initial contact and questionnaires are processed, managed and kept up to date. Administer regular review of approvals, insurance and health and safety compliance or any other requirements set.

- **Receive, create, schedule, and manage maintenance and inspection requests, including responsive repairs, void management, external maintenance contracts and other property functions applicable to all homes, buildings and property holdings.**
 - *General activities:*
 - To contribute to compliance with all statutory and industry regulations in relation to homes, buildings, property holdings and components, including contributing to appropriate corporate policies and ARC returns.
 - To support the creation of programmes of works, surveys, and inspections for Albyn's property portfolio.
 - Contribute to periodic reports, budgets, reviews, analysis as required.
 - *Repairs, maintenance and void management related activities:*
 - Produce and administer inspection requests for officers and update system records as required.
 - Liase with out of hour's repairs services to ensure reported jobs are acknowledged and resolved, actioning any follow up works effectively.
 - Responsible for chasing allocated works and closing completed works orders.
 - Work with Technical Officers to minimise void times by completing notifications to relevant external agencies in a timely manner.
 - *Compliance related activities:*
 - Contribute to creation, management and review of budgets, contracts, and performance to ensure value for money, quality of service & materials, and programme strategies.
 - Contribute to pre-start, progress and review meetings with clients and contractors.
 - Ensure the effective administration of gas appliance and other routine landlord servicing requirements in accordance with legislation and internal requirements.
- **Contribute to and assist colleagues with record maintenance and collation of performance data, statistics, and profiling reports as required.**
 - To update administrative systems including records of works, surveys, inspections, certifications and all other relevant information into all Albyn's relevant records and databases.
 - To create, deliver and act upon reports and statistics from Albyn's records and databases as requested.

- To keep Albyn's records and databases coordinated and updated with all relevant data from works and inspections, requesting and retrieving data as required.
 - Input and extract data accurately to and from housing and property databases and other electronic or manual recording systems.
 - Carry out, record and summarise client satisfaction surveys, report feedback and identify trends.
 - Prepare and produce reports detailing performance, actioning improvements.
- **Investigate and respond to complaints in line with the Scottish Public Sector Ombudsman (SPSO) complaints process and internal guidance.**
 - Accurately record all complaints to meet our Scottish Public Services Ombudsman (SPSO) and regulatory compliance framework.
 - Respond to routine enquiries and complaints from customers, elected members or other customer representatives as required, handling complaints timeously and with a view to achieve front-line resolution.
 - Provide full and prompt information to colleagues and managers to assist them to collate responses as required.
- **Support the organisations customer engagement objectives.**
 - Assist with the organisation of customer appointments.
 - Assist with the co-ordination and administration of mail-outs, electronic and telephonic communications, and social medial updates to customers.
 - Provide administrative support to other departments if required.
 - Assist with the organisation of events for customers such as meetings and focus groups.
- **Health & Safety**
 - Comply with safe working practices as defined by Albyn Group
 - Complete online training as and when required.
 - Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.

- **General**

- Be aware of and adhere to Albyn Group policies at all times.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other Albyn Group departments.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role.

- **Other**

- Apply the Albyn Group values and behaviours to every aspect of the role at all times.
- Promote and maintain the standards of Albyn Group

PERSON SPECIFICATION

Essential: Education & Training	<ul style="list-style-type: none"> • Education and/or training in business, building, property, or financial administration. • Educated to at least “Higher Grade” and/or equivalent. • Willingness to undertake continuous learning and professional development.
Essential: Skills	<ul style="list-style-type: none"> • Excellent skills in organisation, record keeping and report production. • Ability to plan, prioritise and manage workload effectively to meet needs of the service, meeting deadlines and exceeding targets. • Work unsupervised and make decisions independently, taking responsibility for the decision made, appropriate to the level of the post. • Work in partnership with peers and colleagues as part of an effective and efficient team. • Good ICT skills (Microsoft 365, e.g., Project, PowerPoint, Word, Excel and online and cloud-based applications).
Essential: Experience	<ul style="list-style-type: none"> • Experience of working with property owners and contractors. • Experience of complaints and resolutions.
Essential: Knowledge	<ul style="list-style-type: none"> • Knowledge of good working practices when working with contractors and contracts. • Knowledge of property and repairs standards.
Essential: Other Qualities	<ul style="list-style-type: none"> • Values good governance. • Professional, calm, and confident manner. • To be willing to be flexible to suit the needs of the business.
Desirable	<ul style="list-style-type: none"> • Experience, education or training in housing repairs, maintenance and servicing. • Supplemental housing qualification. • Good written communication and report writing skills. • Awareness of Social Housing Regulations. • Awareness of Health & Safety legislation, building, utilities, components, and maintenance. • Capable of motivating others. • Interest in housing issues.

