

Arawak Walton Housing Association Job Description

Job Title: Property Administrator

Responsible to: Head of Property Services

Responsible for: N/A

Dept: Property Services Team

Objectives of the Post:

- **To deliver effective property administration including compliance and health and safety processes in homes and housing schemes in accordance with all statutory and regulatory requirements and best practice.**

Key Tasks

- To work collaboratively with the Head of Property Services, Property Delivery Manager, Compliance Officer and Property Inspectors to include the below but not limited to:
- Saving all compliance documents to the relevant compliance folders e.g. gas / electric / EPC / asbestos / fire / legionella / lifts.
- Be an expert on the use of T100 - our H&S / Compliance management framework ensuring that documents are filed correctly, diarised for review and actions completed.
- Maintaining and updating SDM, M3 Vision and other associated relevant spreadsheets with all compliance data.
- Assist with tenant satisfaction surveys - post out and record returned satisfaction surveys / telephone calls to non-returned surveys and update master spreadsheet.
- Assist with maintaining the contractor document database and highlight any out of date insurance documents etc.
- Assist with contractors' annual appraisal and interim performance review exercises.
- Raising works orders following inspections.

- Assisting with access to tenants' homes.
- Assist the Head of Property Services, Property Delivery Manager , Compliance officer and Property Inspectors with updating health and safety inspections at our schemes.
- Administrative support to Managers in the delivery of planned programmes and projects.
- Coding / Processing invoices and other documents (there will be the credit card statements, refunds etc.)
- Organising meetings and appointments as required.
- Take notes at meetings as required.
- Assist with the administration of contract paperwork.
- Assist with administration under equipment replacement.
- Assist with the administration of Audits.
- Liaising with consultants and contractors as required.

1. Participation with Onsite delivery

- Carry out joint estate/home inspections with Officers if required

2. Complaint Handling

- Have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams;
- Take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and
- Act within the professional standards for engaging with complaints as set by the association.
- Assist and support Head of Property Services, Property Delivery Manager with the Association's complaint processes and procedures.

3. Other duties

- Liaise and collaborate with other departments regarding the reclaiming of costs from tenants arising because of deliberate damage or neglect.
- Represent Arawak Walton at external meetings on Property, Compliance, Repairs, Maintenance and development related matters.
- Provide reasonable cover for other staff during their absence.

- Promote and apply AWAHA's equality, diversity and inclusion strategy in all relevant aspects of the work required by the post.
- Monitoring and making recommendations in respect of Health and Safety implications of property, repairs, maintenance and development activity.
- Interact with clients, co-workers and management in a positive, supportive and cooperative way.
- Comply with the 'Whistleblowing' policy in order to safeguard the associations interests.
- Any other duties as required by the Manager.

ARAWAK WALTON HOUSING ASSOCIATION

PERSON SPECIFICATION

PROPERTY ADMINSTRATOR

AF = Application Form	I = Interview	T = Test
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Criteria	Essential	Desirable	Method of assessment
QUALIFICATIONS / TRAINING			
Good level of education (GCSE level or higher).	✓		AF
CIH level 2 or higher.		✓	AF
EXPERIENCE			
A good understanding of or experience in Social Housing.	✓		AF / I / T
Experience in Housing Maintenance and repairs.		✓	AF / I
Experience of using and managing administrative systems.	✓		AF / I
Experience of working in a tenant / customer orientated environment.	✓		AF / I
SKILLS, KNOWLEDGE AND ABILITY			
Familiarity with computerised systems in an office setting.	✓		AF / I AF / I / T
The ability to represent Arawak Walton to its tenants in a positive and effective manner.	✓		AF / I
Willing and able to work individually and as a member of a team.	✓		AF / I
Able to use own initiative and work largely unsupervised.	✓		AF / I
ATTITUDES			
Commitment to Equality, Diversity & Inclusion.	✓		AF / I
Flexible in responding to changing demands	✓		AF / I

and conditions.			
Calm and resourceful in difficult situations.	✓		AF / I
OTHER			
Ability to travel effectively and in a timely fashion to the association properties (as and when required).	✓		AF / I