


Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION		
Position:	Property Customer Services Assistant (Area Office)	
Department	Housing and Care Services	
Reports to	Assistant Area Manager	
Grade:	8	
Date:	8 January 2014	

Purpose of Job

To deliver efficient and effective property related customer service.

Main duties and responsibilities

- 1.1 To receive enquiries and defects via phone, e-mail and other means, from residents and staff, to record these on the housing management system, action them as required, escalating where necessary to senior staff.
- 1.2 To allocate and issue works orders to contractors, liaising as required with technical staff for advice, liaise with appropriate contractors / staff / residents regarding instruction of works.
- 1.3 To monitor contractors' completion of works to agreed targets, liaising with contractor to achieve completion and raising post-inspections as required.
- 1.4 To check, match and process invoices for authorisation and payment, coding to the appropriate cost centre, including apportionment as required; to process re-charges in accordance with the sub-account procedures.
- 1.5 To receive contractors' requests for variation of works, review and agree these, referring cases to senior staff where required, varying orders and reconciling costs.
- 1.6 To arrange and record inspections of vacant dwellings, arranging works and raising recharges to outgoing tenants as agreed and instructed by technical staff.
- 1.7 To arrange for void gas, and electrical inspections, ensuring completion, receipt and forwarding of certificate to Services Engineers, acting on any required works, recording and managing records, providing copies to customers as required.
- 1.8 To instruct provision of Energy Performance Certificates on void properties and monitor completion to agreed timescales.
- 1.9 To act on defects during contract warranty periods, liaising with contractors and senior staff to achieve an acceptable resolution.

- 1.10 To support Sheltered Housing Managers in obtaining meter readings and collation of resulting data for energy monitoring and targeting.
- 1.11 To assist in the preparation of reports for Property Council Meetings and other Residents' Meetings and to assist in the preparation of agendas and minutes of internal, tenant consultation and liaison meetings.
- 1.12 To receive and refer to senior officers requests from residents for alterations, improvements and other work requiring consent. Liaise with residents following instruction from senior officers, documenting the works and any agreements.
- 1.13 To maintain records of locks and keys supplied and raise re-charges for keys as required; liaise with suppliers and manufacturers in relation to supply or quality issues.
- 1.14 To liaise internally with other departments and externally with residents, contractors, staff of local and Scottish Government and similar organisations.
- 1.15 To receive and act on complaints received from residents, acknowledging these and referring them to senior staff as required. Compiling background reports for officers and actioning any instructions to remedy the complaint.
- 1.16 Deputising as required in the absence of the line manager to carry out particular delegated tasks.
- 1.17 To assist and share knowledge and experience with colleagues as required.
- 1.18 To undertake any other duty delegated by the Assistant Area Manager.

Supporting Duties

- 1.19 To undertake general administrative duties including typing, filing and copying.
- 1.20 To observe health and safety requirements related to works: instructing contractors as required to provide risk assessments and method statements; forwarding same to technical staff for approval; notifying technical staff promptly of all reports regarding the safety of contractors' work performance so enabling investigation as necessary.
- 1.21 To be aware of the Association's asbestos register and consult as required when issuing works, advising contractors as appropriate and seeking plans of work where required.
- 1.22 To support and implement the centralised filing system for the department which interfaces with electronic and other records held within the Association.
- 1.23 To assist in maintaining up-to-date records of approved contractors organising technical staffs' monitoring reports as required.

2. Involvement with Others

- 2.1 The post involves working with employees of the Association and other organisations and also with users of the Association's services.

3. Working Relationships

The list below provides an outline of relationships:

3.1 Internal

- Property Customer Services Assistants, Property Customer Services Supervisor, Property Administrative Officer.
- Technical staff in Property & Development Department, namely Area Maintenance Officers, Senior Services Engineer and Services Engineer, Contracts Supervisor, Senior Maintenance Officer.
- Sheltered and Very Sheltered Housing Managers and other equivalent managers of services, staff at Area Offices.
- Staff of the Association's other departments.

3.2 External

- Residents and persons acting on their behalf.
- Contractors.
- Staff of local and national government e.g. Occupational Therapists;

Other Details: The post holder

- must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- must have due regard to the Association's current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
- must work in accordance with the Association's policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties as may be required to meet the needs and responsibility of the Service and the Association.

Person Specification

Job Title: Property Customer Services Assistant

As part of the Disability Symbol accreditation, the Association has made the commitment to interview all applicants with a disability who meet minimum essential criteria for the post.



Criteria	Essential/ Desirable
1. Skills/Abilities/Knowledge <i>This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.</i>	
• Good listening skills and ability to establish the purpose and detail of exchanged information particularly via telephone.	Essential
• Empathetic and confident disposition.	Essential
• Knowledge of defects/repair notification procedures and skill to package cost effective works orders.	Essential
• Ability to administer works order process to completion and expedite service delivery where completion is late.	Essential
• Ability to administer invoicing and related procedures of expenditure coding and reconciliation.	Essential
• Knowledge of warranty periods and liability.	Essential
• Able to administer, act upon and record the outcomes of, a range of inspections and other periodic tasks as required by procedures.	Essential
• Letter, Report-writing and minute-taking skills.	Essential
• Good complaint management skills.	Essential
• Competence in Microsoft word processing, spreadsheets and email and ability to understand and use corporate data management systems (noting need for accuracy of inputting and production of reports).	Essential
• Basic health and safety awareness including hazard and risk assessment, understanding the purpose of method statements.	Essential
• Knowledge of and ability to apply good practice in routine contract and contract tendering processes.	Essential
• Must be able to work supportively with colleagues to help ensure 'seamless' customer service provision.	Essential
• Basic computer skills, including experience using Microsoft Windows, word-processing & e-mail.	Essential
2. Experience <i>This section specifies the level and quality of experience required.</i>	
• One year's experience of applying the skills and knowledge noted at 1 above.	Essential
• Experience preferably gained in a property or facilities management service.	Desirable

3. Education/Qualifications <i>Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.</i>	
<ul style="list-style-type: none"> Standard grade education including mathematics or arithmetic 	Essential
4. Other <i>This section specifies other factors which may be necessary.</i>	
<ul style="list-style-type: none"> No additional information 	
5. Equal Opportunities This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the postholder is willing to work in accordance with existing policies and codes of practice	Essential