


## Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION		
Position:	<b>Administrative Assistant</b>	
Department	<b>Asset Management</b>	
Reports to:	<b>Asset Management Coordinator</b>	
Grade:	<b>8</b>	
Date:	<b>November 2015</b>	

### Purpose of Job

To undertake, efficiently and effectively, a range of administrative, support and clerical tasks in the Asset Management Department.

### 1. Main duties and responsibilities

- 1.1 To provide a full range of administrative and clerical support to the Director of Asset Management including confidential administrative support.
- 1.2 To provide administrative, typing and clerical tasks for all management staff within the Asset Management Department. To take stationary orders for the department and distribute once delivered.
- 1.3 To assist the Compliance Officer, providing a full range of administrative services including issuing letters to residents to inform of contractor visits, tracking visits and any other support required.
- 1.4 To receive and distribute the mail that is delivered to the Asset Management Department to the noted addressees, date stamping the letters to record when received.
- 1.5 To monitor and act upon facilities repairs emails sent to the Facilities mailbox. To maintain and monitor the plants and water coolers within Head Office, reporting any issues to the providers.
- 1.6 To manage cleaning services provided by contractors to Head Office. To carry out and record monthly audits of the cleaning service delivery and hold monthly meetings with the cleaning contractor. To carry out walk-arounds with the cleaning contractor management, querying complaints and inspecting the cleaning that has been carried out.
- 1.7 To manage the recycling and waste disposal, liaising with other departments and the recycling contractor. To have regular meetings with the contractors to improve service and resolve any issues.
- 1.8 To assist in the compilation of agendas, undertake minutes of meetings and all administrative tasks in relation to Committee of Management Administration for the Asset Management Department. To book rooms to hold the meetings for all

staff within the Asset Management Department.

- 1.9 To assist the Director of Asset Management with the organisation of Committee visits, any other visits, overnight accommodation and itinerary requirements.
- 1.10 To book accommodation, travel and courses when required by staff in Asset Management Department.
- 1.11 To assist in minute taking of meetings other than Committee of Management when required and to produce minutes to be circulated to relevant people.
- 1.12 To receive and act upon the content of Departmental Inspection forms. Forms received from each department and any issues identified to be dealt with. Facilities forms to be received and issues actioned.
- 1.13 To assist in the maintenance of records for each development of contractors and consultants in respect of appointment, contract documentation, correspondence, invoices, professional indemnity insurance etc. To add new contractors to the database when required, collating the necessary financial and insurance information to pass on to the Finance Department.
- 1.14 To assist in checking and processing for authorisation, invoices or professional fees logged by the Administrative Assistant or by others within Asset Management. To check any high value invoices or invoices that identify a query, with the relevant members of staff within Asset Management
- 1.15 To act as Documotive Champion within Asset Management, dealing with software queries, testing new versions and liaising with the Finance Department and Documotive Helpdesk where major issues appear. To assist Champions in other departments as well as other members of staff.
- 1.16 To be responsible for the Asset Management Department's paper filing systems as appropriate. To help maintain the Development and Maintenance sections electronic and archive filing systems respectively. To arrange for the storage of files off-site and the retrieval of files when required. To ensure Health and Safety files for each scheme are up-to-date and stored within Head Office, retrieving files from storage where required.
- 1.17 To provide cover in the Customer Services section when directed by the Director of Asset Management.
- 1.18 To carry out fire alarm testing on a weekly basis, reporting any faults that may be logged and making sure that any issues are rectified in a timely manner.
- 1.19 To issue works orders to, check and code invoices from, and record payments to maintenance contractors.
- 1.20 To assist Development Staff to arrange disconnections, demolitions and building works – liaising with other companies where required, processing invoices and keeping the filing up-to-date.

- 1.21 To receive enquiries 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.
- 1.22 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.
- 1.23 To provide administrative support in relation to Energy Performance Certificates for all association properties.
- 1.24 To support Sheltered Housing Managers in obtaining meter readings and collation of resulting data for energy monitoring and targeting.
- 1.25 To assist the technical staff in compiling tender documentation and administering the tender process and tender opening. To assist Maintenance Officers and Building Services Officers with the use of the Public Contracts Scotland website, uploading documents, creating tender notices and assisting with the monitoring.
- 1.26 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 and tenant consultation and liaison meetings.
- 1.27 To instruct in conjunction with the technical staff, surveys quotes and works in relation to adaptations, planned and cyclical works, corresponding as required with the residents and contractors.
- 1.28 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.
- 1.29 To liaise internally with other departments and externally with residents, contractors, staff of local and Scottish Government and similar organisations.
- 1.30 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.
- 1.31 To assist and share knowledge and experience with colleagues as required.
- 1.32 To receive adaptation referrals, act on and instruct works as directed, monitor progress and administer any claims. To issue relevant paperwork to contractors and liaise between contractors, Maintenance Officers and residents. To contact and liaise with Occupational Therapists where necessary
- 1.33 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.

- 1.34 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.
- 1.35 To assist in maintaining updated registers of equipment on developments (e.g. laundry equipment, fire alarm systems and equipment, vacuum cleaners), and administering servicing, maintenance and replacement
- 1.36 To liaise efficiently and effectively with Hanover's Asset Management management staff, other staff and external bodies as required.
- 1.37 To undertake any other tasks delegated by the Director of Asset Management and work as a key member of the Asset Management team.
- 1.38 On the request of the Asset Management Coordinator, implement updates to the Asset Management's intranet HUB page including electrical storage, organisation and file management of electrical documents.
- 1.39 On the request of the Asset Management Coordinator, administer the complaints procedure applicable to the Asset Management Department. To log complaints ensuring full records exist and are updated to account for all required actions taken. 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.

**Responsibility for staff:** Has no staff reporting directly or indirectly.

## **Working Relationships**

The list below provides an outline of relationships:

### Internal

- With members of the Asset Management Committee to assist with the organisation of Committee visits, overnight accommodation and itinerary requirements.
- Technical staff in the Asset Management Department, namely Maintenance Officers, Building Services Manager, Building Services Officers, Contracts Supervisor and Planned Maintenance Manager.
- Sheltered and Very Sheltered Housing Managers and other equivalent managers of services, staff at area offices.
- With staff of all departments and at all levels in the Association to deliver the requirements of the post.

## External

- With residents, contractors and external service providers.

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:     Administrative 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
<b>1. Skills/Abilities/Knowledge</b> <i>This section specifies the skills, abilities and knowledge the post holder 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.	Desirable
• 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
<b>2. Experience</b> <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	Essential

service.	
<b>3. Education/Qualifications</b> <i>Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.</i>	
<ul style="list-style-type: none"> <li>Standard grade education including mathematics or arithmetic</li> </ul>	Essential
<b>4. Other</b> <i>This section specifies other factors which may be necessary.</i>	
<ul style="list-style-type: none"> <li>No additional information</li> </ul>	
<b>5. Equal Opportunities</b> 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 post holder is willing to work in accordance with existing policies and codes of practice	Essential