

KINGDOM HOUSING ASSOCIATION LIMITED

JOB DESCRIPTION

JOB TITLE:	Asset Management Assistant
JOB GRADE:	Spinal Points 15 -19
ACCOUNTABLE TO:	The Services Co-ordinator (Asset Management) or such other senior member of staff who may be appointed.

OVERALL AIM

To work as part of the administrative support team for the Asset Management Department providing excellent customer care, administration and support services. The tasks listed below provide an indication of the main tasks the post holder may be required to undertake with minimal supervision.

MAIN TASKS AND ACTIVITIES

1. Undertake the administrative processing of void and mutual exchange properties, ensuring timescales are met, procedures followed and computer systems updated.
2. Undertake the administrative processing of the gas servicing and maintenance contracts to ensure legal requirements are met, procedures followed and accurate records kept.
3. Assist with the administration of cyclical and planned maintenance works, including but not limited to kitchen replacements, electrical safety checks and tank, TMV and solar servicing.
4. Run and check reports on mobile working software, cross referencing data against other systems, updating where necessary and highlighting recurring issues to line manager.
5. Process advice notes, credits and invoices to ensure deadlines met and financial regulations/correct procurement process followed. Participate in regular stocktake of stores and vans, including physical counting and updating electronic records.
6. Process and monitor medical adaptation requests, prepare regular reports providing the financial position and collate information for review prior to grant claim submission.
7. Prepare and issue tenant satisfaction surveys for the various services carried out across the department, processing on return and responding to/highlighting issues for further action.
8. Record, process, monitor and update information relating to reactive or emergency repairs and planned maintenance works.
9. Run reports to identify various issues, including but not limited to outstanding works, jobs that require delays and rechargeable repairs. Check and process reports to ensure these are processed in accordance with relevant policies and procedures.
10. General administration tasks, including but not limited to placing orders, mail merges, drafting and checking letters, updating records, auditing information held, file management and meeting preparation/minute taking.
11. Input, process, investigate, monitor and close Asset Management complaints.
12. Undertake the preparation of regular returns and statistics for checking by a senior staff member.

13. Deal with general enquiries for all parts of the service, both internal and external, either in person, via email or by telephone.
14. Support and training of new and existing administrative members of staff as appropriate.
15. Co-ordinate the work of the section in the absence or at the request of the Services Co-ordinator or Senior Officer.
16. Any other duties which may be required from time to time by the Services Co-ordinator or such other senior staff member who may be appointed.

OTHER FEATURES

Hours of work, as outlined in Principal Statement of Terms and Conditions, are to be worked in accordance with needs of the Group. There may be occasions when it is necessary to work evenings or weekends.

The Group may increase in size in the future; it is likely that the duties listed may need to be varied to suit its changing requirements.

Kingdom gives every encouragement to members of staff to undertake training for approved courses including providing financial assistance where appropriate.

We provide services to other agencies and the above tasks may also require to be provided to other organisations.

JOB LOCATION

The operational base is as outlined in the Principal Statement of Terms and Conditions, although the post holder will be required to work and operate at any of our offices to meet the flexibility requirements of the service. We reserve the right to either temporarily or permanently move an employee to another location.