

Property Assistant - Repairs

Aberdeen

£26,113 - £29,014 , dependent on experience, 12 month fixed term

Aberdeen

We offer an excellent range of employee benefits including 25 days holiday plus 12 days public holidays, flexi-time and a pension scheme with generous employer contribution

Who are we?

Langstane Housing Association is a key provider of social housing in the North-East of Scotland with over 2,800 homes across Aberdeen City, Aberdeenshire and Moray. Our priority is ensuring our tenants live in good quality, safe homes.

This is an exciting time for us as we have recently restructured our team to shape our future and deliver our strategic ambitions. This involves investment in ICT, our people management and our company culture. Are you willing to take on a challenge and join us?

Langstane offers a competitive salary and a wide range of benefits including hybrid working, 37 days annual leave (including public holidays) and generous pension and flexi-time system. You will also have learning and development opportunities available to you.

What is the role?

We are looking for an enthusiastic person to join our Property Team and contribute to the development of our repairs service, with a focus on communicating repairs information to customers, liaising with our repairs contractors, and keeping our repairs database up to date. This is a new post, created with the aim of improving customer satisfaction with repairs – initial recruitment will be for a period of 12 months with a review of the post at 9 months and potential extension of the contract thereafter.

Your responsibilities will include:

- Providing advice and information to customers, contractors, and colleagues
- Keeping repairs information in our database up to date and carrying out repairs administration duties such as creating, varying, cancelling, or completing repairs orders, processing invoices and correcting order errors
- Monitoring repairs progress, investigating overdue orders and updating customers on progress or delays with their orders.
- Administering the customer feedback process, including phoning a selection of customers to obtain feedback over the phone.

- Providing monthly reports on customer feedback and other aspects of repairs performance

Who are you?

This post will suit someone who is organised, can multi-task, is comfortable with IT and is a confident communicator. You should understand the importance of providing excellent customer service and be someone that gets satisfaction from helping customers and solving problems.

If this sounds like you, we'd love to hear from you!

Applications

The role profile can be downloaded on our website - <https://www.langstane-ha.co.uk/careers/>
Please submit your Application form, by the closing date to recruitment@langstane-ha.co.uk

Closing date for applications is **Friday 26th April at 5pm** and interviews will be held on **Friday 10th May**.

We will not be working with recruiters to fill this role.