

## Role Profile – Property Assistant – Repairs

### About Us

#### Our Mission, Vision and Values

All our roles in Langstane Housing Association are focused on delivering our mission to **“provide homes and services that make a positive difference to peoples’ lives”**.

### About the Role

<b>Department</b>	Property	<b>Location</b>	Aberdeen
<b>Reporting to</b>	Team Leader – Repairs and Voids		
<b>Responsible for</b>	This role has no line management responsibilities		

### Role Purpose

Assist the Property team in providing an effective, efficient and value for money repairs service by providing high quality administrative support. Ensure that an excellent standard of service is delivered to customers and contribute to the achievement of customer satisfaction targets.

### Key Accountabilities

This role profile is intended to provide a general statement of the major tasks and activities of the job. This is not an exhaustive list of all detailed duties. During your employment with us you will be expected to undertake such other duties as may reasonably be required of you and that are broadly consistent with your role.

1.	Provide advice and information to customers, contractors and colleagues with regards to responsive repairs.
2.	Ensure a robust approach to repairs database administration including (but not limited to) raising works orders, varying orders as required, keeping the housing management system up to date with customer contacts, following up on any overdue open orders, cancelling duplicate or unneeded orders from the database, ensuring orders are correctly classified in terms of right to repair and right first time, checking for and correcting any wrongly coded works orders, checking for and correcting incorrect issue or completion dates, updating completion dates/times from contractor spreadsheets

3.	Monitor the repair contractor's portals to identify issues that require attention and liaise with Property Officers to ensure these issues are dealt with.
4.	Monitor Langstane systems and investigate overdue repairs, providing updates to tenants as required on reasons for delays and estimated timescales for their repairs.
5.	Monitor Langstane's repairs email inbox and respond to queries or distribute to the correct recipient
6.	Liaise with contractors and Housing colleagues to organise access to properties
7.	Assist with processing invoices for low value repairs (up to £500), including querying discrepancies with contractors
8.	Administer customer feedback for repairs including issuing hardcopy surveys where required, entering survey results into the housing management system and following up with dissatisfied tenants to ensure issues are remedied
9.	Contact a random selection of customers weekly to obtain repairs feedback over the phone and record feedback in the housing management system
10.	Provide monthly, quarterly and annual performance figures for customer satisfaction with repairs
11.	Provide system reports and carry out data analysis to identify repair trends preparing monthly, quarterly and annual reports on repairs performance
12.	Deal with relevant frontline complaints regarding repairs, or register complaint in the housing management system for the attention of the relevant employee

## About You

Criteria	Essential	Desirable
<b>Qualifications / Training / Experience</b>	<p>Standard Grade / National 5 (or equivalent) Maths and English plus 1-3 years' experience.</p> <p>Experience of working in a fast paced environment and multi-tasking.</p> <p>Experience of working in a customer facing role.</p>	Experience working in a repairs / construction environment.
<b>Skills / Knowledge</b>	<p>Excellent organisational, time management and planning skills with ability to prioritise busy workload.</p> <p>Highly developed and strong verbal and written communication skills.</p> <p>Computer literate, particularly comfortable with databases and spreadsheets.</p> <p>Basic knowledge of housing and repairs.</p> <p>Knowledge of performance measurement and working to targets</p>	
<b>Personal Qualities / Our Values</b>	<p>Calm, with ability to handle challenging or sensitive situations, (i.e. calls from concerned or unhappy tenants).</p> <p>Our Values:</p> <ul style="list-style-type: none"> <li>• Valuing People</li> <li>• Relying on Teamwork</li> <li>• Aiming High: Attention to detail</li> <li>• Prudent financial managers</li> <li>• Open &amp; accountable</li> <li>• Move with the times</li> </ul>	
<b>Other Requirements</b>		