

Property Assistant

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

Department	Property	Location	Aberdeen
Reporting to	Relevant Team Leader within Property Services		
Responsible for	This role has no line management responsibilities		

Role Purpose

Assist the Property team in providing an effective, efficient and value for money property service by providing high quality administrative support across repairs, voids, major works, planned maintenance, compliance, asset management, and other property related functions. Ensure that an excellent standard of service is delivered to customers and that customer satisfaction targets are achieved.

Key Accountabilities

The Property Assistant role is a generic role within Property Services. Duties may be undertaken across repairs, voids, planned maintenance, major works, compliance, asset management, and other property-related functions in accordance with business needs and service priorities.

1.	Provide advice and information to customers, contractors and staff regarding repairs, voids, planned maintenance, major works, compliance activities, grounds maintenance and other property related services.
2.	Receive, evaluate, and act on service requests, enquiries and works requirements to ensure property services are delivered within agreed timescales.
3.	Administer repairs, voids, planned maintenance, major works, compliance programmes, adaptations and insurance-related works by raising, issuing, monitoring

	and varying works orders, arranging appointments and access, liaising with contractors and customers, maintaining accurate records and supporting the efficient delivery of property services in accordance with agreed procedures and performance targets.
4.	Ensure a robust approach to Property Services 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, updating void phase information, maintaining component and asset data, updating compliance records, monitoring contractor documentation, updating SHQS and EESSH information, following up overdue orders, cleansing duplicate records, checking coding accuracy, preparing customer correspondence and ensuring all property records are maintained accurately and in accordance with association procedures.
5.	Arrange appointments, inspections and access for customers, contractors, and Property Services staff, supporting the delivery of repairs, voids, planned maintenance, major works, compliance inspections, and other property-related activities. Ensure operational targets are supported and that housing management and property systems are maintained with accurate and up-to-date information at all times.
6.	Investigate and administer recharge cases and related customer disputes for repairs, voids and other property-related works, maintaining accurate records and ensuring the housing management system is updated accordingly.
7.	Produce system reports and assist with data analysis to identify trends, monitor service delivery, and support performance improvement across repairs, voids, planned maintenance, major works, asset management, and compliance activities. Prepare monthly, quarterly, and annual performance information to support operational and strategic decision-making.
8.	Provide administrative support for relevant Property Services modules within the housing management system, supporting users, maintaining data quality, identifying system issues, and assisting with the development of procedures and processes to support efficient service delivery.
9.	Provide administrative support for property compliance programmes, including scheduling inspections, maintaining records, monitoring certification, updating systems, and consulting with contractors to support the delivery of statutory and regulatory requirements.
10.	Maintain property, asset, and component information within the Association's housing management systems, ensuring records are accurate, complete, and up to date.
11.	Support the administration of planned maintenance, major works, adaptations and insurance-related works, including customer communications, contractor liaison, document management, and programme monitoring.
12.	Assist with the administration of approved contractor processes, including maintaining contractor records, monitoring documentation, and ensuring information remains current and accurately filed.
13.	Provide administrative support for procurement and financial processes, including raising purchase orders, processing invoices, coding expenditure, and maintaining associated records in accordance with approved procedures.

14.	Assist in the provision of high-quality meeting support, including preparation of documentation, record keeping and minute taking where required.
15.	Contribute to service improvement activities, projects and working groups, providing administrative support, information and analysis as required.
16.	Collaborate with colleagues, customers, contractors, and stakeholders to support the effective delivery of Property Services and achieve positive customer outcomes.
17.	Maintain records in accordance with the association's data protection, information governance, and records management requirements.
18.	Undertake relevant training and continuous professional development to maintain knowledge of legislation, policy, and best practice.
19.	Perform all duties in accordance with Association policies and procedures, including Equal Opportunities, Data Protection, Health and Safety and Customer Service standards.

About You

Criteria	Essential	Desirable
Qualifications / Training / Experience	Standard Grade / National 5 (or equivalent) Maths and English. Relevant experience providing administrative support within a housing, property, maintenance, construction, or similar environment. Experience of working in a customer facing role.	Experience working within social housing. Experience of repairs, voids, planned maintenance, compliance, or asset management services. Experience of using housing management systems
Skills / Knowledge	Excellent organisational, time management and planning skills with ability to prioritise busy workload. Strong verbal and written communication skills Ability to communicate effectively with customers, contractors, and colleagues. Excellent customer focus. Proficient IT skills, including the use of databases, spreadsheets, and Microsoft Office applications. Ability to use initiative, solve problems and make sound decisions within agreed procedures. Knowledge of performance monitoring and working to service targets. Ability to maintain accurate records and analyse information	Knowledge of housing management, repairs, maintenance, compliance, and asset management processes. Advanced Excel or reporting skills.
Personal Qualities / Our Values	Calm and professional approach when dealing with challenging or sensitive situations. Ability to work collaboratively as part of a team. Flexible and adaptable approach to work. Strong attention to detail and commitment to accuracy	

Criteria	Essential	Desirable
	Positive and customer-focused attitude Our Values: • Valuing People • Relying on Teamwork • Aiming High • Prudent financial managers • Open & accountable • Move with the times	
Other Requirements	Willingness to work across repairs, voids, major works, compliance, and other Property Services functions in line with business requirements	