

# **Bushbury Hill Estate Management Board**

## **Job Description and Person Specification**

### **Property Administration Officer**

<b>Salary Scale</b>	<b>Scale 4/5 – Full Time</b>
<b>Location</b>	Bushbury Hill Estate Management Board (EMB) The Management Centre 14 Kempthorne Road Low Hill, Bushbury, Wolverhampton WV10 9JG
<b>Responsible to</b>	<b>Asset Manager</b>
<b>Responsible for</b>	<b>No one</b>

### **Job purpose**

Reporting to the Asset Manager and working closely with the Property Team to ensure that the EMB provides an efficient and responsive repairs service to the EMB's customers.

Ensure that the EMB maintains accurate maintenance and repairs records and to act as a contact point for tenants, contractors and the property team.

Actively support tenant and community involvement at the EMB.

### **Key Accountabilities**

#### **1 Customer focus**

Maintaining high tenant satisfaction rates with repairs by:

- Dealing with repairs requests and acting in accordance with EMB policy and procedures.
- Liaise with the Asset Manager and the property team on more complex problems.
- Ensuring tenants and relevant team members are kept informed of the status of outstanding repair requests.
- Taking appropriate action to chase outstanding repairs with the relevant contractor.
- Maintaining accurate repairs and maintenance information in support of service delivery.
- Undertaking Tenant Satisfaction Surveys as and when required.

#### **2 Working with others**

Work with the Asset Manager and property team to undertake administration tasks as needed

Work with the Board and wider team in promoting the work of the EMB at events. This may include occasional working outside of core hours.  
Supporting the Tenancy, Business Services, and Board members as required.

### **3 Managing and developing services**

To work with Board members to continuously develop and improve property repairs and improve services to EMB tenants.

### **4 Managing and developing people**

Actively participate in team meetings, one to ones and annual appraisals, identifying own learning and development needs.

### **5 Maintenance**

Ensure that all maintenance requests are recorded, prioritised and reported to the appropriate service provider and take follow up action in respect of repair requests, keeping tenants, staff and others informed as appropriate, in line with internal policies, procedures and legislative requirements.

To work in partnership with contractors in respect of day-to-day maintenance and repairs and with Wolverhampton Homes in respect of out of hours services and gas servicing and other retained services.

### **6 Financial management and control**

Ensure that any repairs and maintenance financial data is accurately recorded and updated in a timely manner.

### **7 IT and data management**

To access and use the relevant IT systems including standard Microsoft software e.g word, excel and outlook and our bespoke housing / asset management systems

To adhere to the EMB's policies and procedures including GDPR legislation.

### **8 Regulatory compliance**

To develop an understanding of the legal framework that supports the landlord / tenant relationship, the management agreement with City of Wolverhampton Council and the EMB's responsibilities as managing agent in delivering repairs and maintenance services.

### **9 Quality**

To continuously look to improve the quality of services responding positively to customer feedback and complaints, escalating formal complaints to the Business Service team.

### **10 Health and safety**

To work in accordance with EMB policy and legislative requirements for health and safety.

To report any accidents or potential accidents and near misses to the Responsible Person as appropriate.

**11 Equality and diversity**

To manage and maintain services in accordance with the principles and practice of equality and diversity, taking account individual needs and requirements.

**12 Other**

Carry out any other duties as required by the Senior Management Team and the Board.

# Person Specification

## Property Administration Officer

### 1 Experience

Experience in administration and/or customer service, with a strong understanding of customer service principles and a commitment to delivering a high-quality service.

Administrative experience gained within a local authority, housing association, or Tenant Management Organisation would be an advantage, but not essential.

An understanding of common domestic repairs from a tenant or homeowner's perspective, along with a willingness to further develop this knowledge, would be an advantage.

### 2 Skills and Abilities

#### 2.1 Customer focus

Demonstrable skills and ability to provide a customer focussed service responding proactively and positively, keeping customers informed and managing expectation appropriately.

Ability to manage situations in which customers are unhappy about the level or quality of service, to find solutions to problems

Ability to demonstrate Bushbury Hill's values, with a willingness to further develop those areas that may be less strong.

#### 2.2 Communication

Ability to communicate information clearly and concisely whether verbally or in writing, with a wide range of audiences both formal and informal;

Computer literate – The ability to use common Microsoft packages including the use of spreadsheets.

Ability to maintain accurate records and manage own correspondence where appropriate.

#### 2.3 Managing workload and delivering results

Ability to plan and manage own workload, plan ahead and work flexibly to meet changing work priorities and demands;

Ability to take initiative, make decisions, take action to resolve problems and learn from own mistakes.

#### 2.4 Working with others

Ability to work proactively within a team and keep colleagues and managers informed.

Ability to build positive working relationships with colleagues both inside and outside the organisation.

### **3 Knowledge**

Ability to develop knowledge of repairs and maintenance policies and procedures and their application.

Ability to learn and develop an understanding of the Legal and operating context in which the EMB works.

Understanding of data protection principles and the importance of accurate record keeping.

Understanding of equality, diversity, and inclusion in service delivery.

### **4 Education and Training**

Educated to GCSE standard or equivalent – minimum of five GCSEs at grade C or above (grades 4-9) including Maths and English

Demonstrable commitment to personal development and in developing knowledge of housing services and tenant led organisations.