

## **JOB DESCRIPTION**

### **Assets Admin Officer**

Viewpoint Housing Association (VHA) is a registered non-profit making organisation providing a range of general needs housing, supported housing and care services for older people in Edinburgh, the Lothians and Fife.

Established in 1947, our primary objective is to improve the quality of life and well-being of our tenants and care home residents through promoting independence, enabling choice and offering peace of mind in a safe, secure and supported environment. VHA's continued strong financial performance provides the platform on which we will invest in homes that are fit for the future as well as developing and improving our customer services. Our customers are at the heart of what we do and we are creating a culture of continuous improvement in the services we deliver.

At VHA, people matter, not just our tenants but our staff. This is an exciting time in the organisation as we work together to shape and develop more customer-focussed services. We are committed to our customers, staff and our communities. These values inform our plans and decisions and underpin the delivery of our strategic objectives.

Working at VHA means working for an employer where people matter. It is important for our staff to be enthusiastic, genuinely caring and willing to learn.

#### **Job Purpose**

Reporting directly to the Assets Team Leader, you will be responsible for the provision of an effective and efficient administration and performance monitoring service to VHA's customers and staff from the Assets Admin Team.

You will be responsible for Assets Admin Assistants ensuring accurate, timely and appropriate data is input and managed through the QL system including liaison with contractors and colleagues in other departments, primarily Finance.

You will be responsible for the maintaining and updating of VHA's systems to accurately record and evidence organisational compliance within regulatory, statutory and VHA's policies and procedures.

You will be able to work with colleagues from a variety of backgrounds with an approachable and solution-oriented style; keen to support and drive the development of a positive working culture across the organisation and able to represent the organisation in all that they do.

#### **Key Responsibilities**

- Continually monitor and manage the Assets Admin Assistants to ensure that workloads are organised and planned to meet our service requirements.
- Review and monitor contractor response performance timescales against target and budget and initiate action to ensure timescales and budget are met.
- Monitor outcomes of works orders and prepare performance reports and statistical information for the Assets Team Leader.
- Liaise with Technical Officers to ensure post inspections of works are completed and signed off on QL.

- Liaise with contractors to ensure weekly order reports are completed on time, variations noted and agreed, and the system updated in preparation for invoice being received.
- Continually review, develop and monitor Assets Team processes and workflows to ensure all members of the Assets team have an understanding of the process and their responsibilities within it.
- Responsible for ensuring input of all necessary data into QL and that comprehensive audit trails of all work carried out are kept up to date and open for scrutiny.
- Responsible for inputting and updating data relating to property repairs, planned maintenance, life cycle costings and property asset register into QL.
- Responsible for processing payment applications, monitoring expenditure against budget costs and taking necessary action to assess variation requests.
- Responsibility for acknowledge and logging of income enquiries and correspondence from customers, staff and external organisations and dealing with any issues arising such as complaints, compensation, right to repair, adaptations, etc.
- When required, responsible for taking incoming calls from customers diagnosing repair requirements and generating work orders to instruct the most appropriate contractors to carry out necessary repairs, ensuring accurate budget codes are allocated to each instruction.
- Monitor and process incoming emails and invoices from contractors, ensure invoices are matched to enable processing and authorization of invoices for the Finance team.
- Assist when required, Asset team colleagues to implement and monitor all landlord Health and Safety requirements.
- Manage Stage 3 Adaptations requests in line with procedures and liaison with funding agencies, occupational health, staff and tenants.
- Ensure that all relevant repair orders are recharged to tenants or pursued through insurance claims.
- Liaise and negotiate with tenants and former tenants regarding payment of rechargeable repair works.
- You will support the develop and implement VHA's Asset Management Strategy, incorporating stock condition surveys and SHQS compliance therefore, ensuring all VHA's properties are maintained to the highest standards for residents and tenants.
- You will be responsible for the development, implementation and updating of a management information system which will integrate with other systems to provide accurate, timely and productive data to help inform the Asset Management Strategy.
- Working closely with colleagues have part responsibility for the planning, managing and forecasting of the budget for asset management team and strategy.
- Working closely with colleagues, contribute to asset management risk management strategies and reporting.

#### **Additional Responsibilities**

Within organisational policies and delegated authority be responsible for:

- Your team systems, data and processes, including implementing, developing and integrating these as required.
- All aspects of line management of the Assets Admin team including recruitment, and performance and absence monitoring.
- Planning, spending and forecasting the team budget.
- Assessing and managing risk as it relates to your team objectives.
- Undertaking organisational training as required, including Health and Safety, GDPR compliance and safeguarding etc.
- Ensuring compliance with all relevant policies and procedures.

- Ensuring compliance with all procurement practices and processes including management of contractors within your area of responsibility.
- Providing accurate and timely management information relating to your team's performance and how this contributes to overall business performance.

#### **Behaviours**

- Be a role model for staff and stakeholders, showing energetic, determined, flexible and positive leadership that will support our organisational aims and outcomes.
- Adopt a flexible leadership style with the ability to challenge as appropriate and able to give and receive constructive feedback.
- Embed a coaching culture within your areas of responsibility that upholds the values of the organisation.
- Provide clear, authoritative and impartial advice and interpretation of complex situations.
- Continuously monitor your area of responsibility and identify areas for improvement and organisational learning.

#### **VHA Values**

- Inspire with positive smiles and words
- Say 'yes I can and I will'
- Celebrate age, experience and wisdom
- Do according to our customers' wishes and ambitions
- Treat people (everyone is a VIP) as we would a "loved one"
- Work hard, have fun and laugh
- Stay courageous, creative and ahead of the game
- Work with those that share our values

## PERSON SPECIFICATION

1.	Qualifications	D/E	Evidenced
	Relevant SVQ3 qualification e.g. business administration	D	
	Evidence of Continuing Professional Development	E	
2.	Skills / Abilities		
	Excellent verbal, written and presentation communication skills and the ability to work effectively with a range of stakeholders and convey complex information simply and clearly	E	
	Excellent office/ICT skills in relevant software including system development and management	E	
	Knowledge of GDPR and data protection legislation and guidelines as it relates to your area of responsibility	E	
	Strong organisational and administrative skills, ability to prioritise	E	
	Proven problem solving and planning capability with creative skills and the ability to meet deadlines	E	
	Self-directed, results driven and able to multi-task in a fast-paced, dynamic environment with continued attention to detail	E	
	Ability to network, build relationships and create successful partnership working opportunities	E	
	Ability to deliver excellent levels of customer service at all times	E	
	Demonstrate digital approaches to all areas of your work	E	
	Ability to prepare, manage and monitor budgets	D	
	Ability to build confidence and motivate and improve performance and foster a supportive culture	D	
3.	Experience		
	At least 2 years' experience in a role where system and process improvement were key to the role	E	
	Experience of line management responsibilities	E	
	A good working knowledge of computer packages including Microsoft Office packages	E	
	Experience of working with the public	E	
	Working knowledge of social housing/property management	D	
	Knowledge and understanding of the difficulties experienced by older and other vulnerable groups of people	D	
	Experience of working as part of a multi-disciplinary team	D	
4.	Knowledge		
	Good working knowledge of policy issues relating to housing and asset management	E	
	Good working knowledge of and ability to seek out new and innovative ways of working which improve services to customers to achieve measurable results and continuous improvement	E	
	Good knowledge of systems/equipment relevant to role	E	
	Knowledge of relevant Health and Safety Legislation	D	
	A good understanding of the legal and financial aspects of property projects and transactions	D	
5.	Behaviours		
	Highly self-motivated with effective leadership style and a self-managing "can do" attitude	E	

	Determination and willingness to take on new challenges and responsibilities	E	
	Willing to challenge stereotyping, prejudice, discrimination and bias	E	
	Strong approach to performance management with the ability to define and measure outcomes of success	E	
	Strategic thinker, able to deliver a vision of the future organisation	E	
	Willing to be flexible in working hours and able to travel as required	E	

## **Terms and Conditions of Employment**

### **Assets Admin Officer**

Annual salary:	£27,870 per annum
Hours of Work:	34.5 hour per week Monday to Friday
Annual Leave:	<p>Each annual leave year runs from 1 April to 31 March the following year.</p> <p>New starts are entitled to 25 days plus 8 public holidays plus 2 floating days</p> <p>Annual leave increases by 3 days after 4 years and a further 2 days after 8 years' service; therefore 40 days after 8 years' service.</p>
Pension:	<p>SHAPs Defined Contribution Scheme</p> <p>A pension offered to employees with minimum 5% contribution with employer matching up to a maximum of 6%.</p> <p>The Scheme is a qualifying workplace pension scheme.</p> <p>Both the Employee and VHA contribute to the Scheme. Contributions are payable in equal monthly instalments in arrears. The Employee's contributions shall be made by way of deduction from the Employee's salary.</p> <p>Contributions paid will be sufficient to maintain the Scheme's status as a Qualifying Scheme.</p>
Sickness Absence:	<p>Under 6 months service – SSP only</p> <p>6 months service + qualifies for VHA's occupational sick pay which is contained in VHA's Absence Management Policy and Procedure</p>