

HJALTLAND HOUSING ASSOCIATION LTD

JOB DESCRIPTION

Job Title: Property Services Assistant

Last reviewed: December 2024

RESPONSIBLE TO: Property Services Officer

RESPONSIBLE FOR: N/A

AUTHORITY: See Detailed Financial procedures policy

OVERALL AIM: To assist in the provision of a One-Stop-Shop service to clients.

MAIN ACTIVITIES OF THE JOB

- Assist in the delivery of an efficient and effective One Stop Shop administration and reception service.
- Provide administration support to the Chief Executive, Housing, Asset Management, Development Services and Finance teams.
- Assist in providing a high quality and welcoming frontline service.

DELIVERY OF ONE STOP SHOP SERVICE

- To be the first point of contact between customers and the One-Stop-Shop
- Explain to clients the full range of service options available.
- Take and process referrals from customers requiring adaptations, advice, and or assistance.
- Manage enquiries, referrals, waiting lists and maintain accurate, up to date records for each client.
- Contact various partner agencies to make referrals and obtain information to assist customers and clients.
- Provide assistance in the completion and submission of grant applications on behalf of the client to ensure maximum benefit.
- Ensure that all aspects of the service are following policies and procedures.
- Assist in the procurement process including issuing schedules, etc. to contractors.
- Liaise with adjoining owners/tenants to obtain necessary consents for works to proceed.
- Liaise with clients and contractors before, during and after works.
- Liaise with client regarding payment contributions and issue receipts.
- Maintain photographic records before and after adaptation works.
- Report to the Property Services Officer on the results of client satisfaction returns.
- Maintain stock control database and order materials.
- Attend team meetings and meetings with various partner agencies.
- Arrange visits/inspections as requested by Property Services Officer.

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PROMOTION

- Assist in the production of appropriate publicity material and promote the work of the One-Stop-Shop in general.
- Promote the private sector property service within the community liaising with community and voluntary organisations.
- Promote private property service within the Shetland Islands Council, associated grant awarding bodies.

ADMINISTRATION SUPPORT

- Assist in providing reception cover including taking and directing phone calls.
- Assist in carrying out phone surveys of customers.
- To receive and record incoming and outgoing mail.
- To carry out administration support as required for Association staff including photocopying, etc.
- To ensure that adequate supplies of stationery, office equipment and other office essentials are kept in stock within the budget agreed by the Head of Finance & Corporate Services.
- Assist in maintaining the computerised file storage system, day to day filing and archiving.
- To assist in the production of standard reports, information leaflets, newsletters and mailshots etc.

RECEPTION

- To carry out reception duties, when required for visitors and telephone callers to the office in a professional, friendly and courteous manner.
- To provide advice, information and assistance to customers regarding the services available from the Association.
- To assist the Association in the provision of its service to clients.
- To signpost customers to other relevant services where appropriate.

SUPPORT FOR ASSET MANAGEMENT

- Assist the technical team in completing and recording various survey responses.
- Assist in arranging access to properties for various maintenance requirements.
- Assist in receiving and recording requests for maintenance.
- Issue works orders as required in line with repair priority deadlines.
- To issue pass keys to authorised contractors in accordance with procedures.

GENERAL

- Ensure that services are provided in a positive, sensitive manner recognising that many of the Association's tenants/clients can be vulnerable.
- Follow and promote the Association's Equality and Diversity Policy as it relates to the carrying out of all duties attached to the post.
- Implement the Association's Health and Safety Policy as it relates to the carrying out of all duties attached to the post.

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- To undertake job-related training as necessary.
- To update job procedure files as required.
- Make full use of new technology for all appropriate tasks.
- To comply fully with the Association's Standing Orders and Procedures.
- To liaise closely with other members of staff to ensure the effective running of the Association.
- To undertake other appropriate work, within the scope of the Post, as agreed with the Property Services Officer.
- Normal hours of work are 25 hours per week, Monday to Friday inclusive.

JOB LOCATION

The Post-holder will be located in the Association's offices in Lerwick.

This job description will be reviewed at least once annually or otherwise at the request of the Post-holder, Property Services Officer, or the Chief Executive.

Date _____

Review Date _____