

Southside

HOUSING ASSOCIATION

JOB DESCRIPTION

Job Title: Asset Management Assistant
Responsible to: Maintenance Manager
Reporting to: Asset Management Officer
Hours: 35 per week

OBJECTIVES OF THE POST

To support the Asset Management Officer and Maintenance Team and ensure the efficient and effective delivery of the Asset Management Functions.

PRINCIPLE DUTIES

Tenant Liaison

- Prepare and issue initial Major Repair/Planned Maintenance tenant notifications;
- Prepare and issue Major Repair/Planned Maintenance work notification and appointment information;
- Attend contractor march in surveys as Housing Association representative, manage tenant choice information (i.e. kitchen finishes, close painting colours);
- Contact tenants with works reminders to maximise contractor access rates;
- Liaison with contractors and tenants to resolve difficult access properties;
- Prepare, issue and record customer satisfaction results;
- Undertake site visits during works in conjunction with contractors and clerk of works/maintenance officer;
- Monitor contractor snagging, assist with arranging contractor access for snagging works;
- Dealing with general tenant enquiries to minimise complaints;
- Logging/recording tenant complaints and where appropriate dealing with at stage 1;
- Provide assistance to arranging Tenant Open Days prior to contracts starting commencing, including arranging venues, issuing invites and other promotional material;

Major Repairs / Planned Maintenance Contracts

- Draft/populate stock information for inclusion within tender/works packages;
- Draft/prepare tenant information for issue to contractors;

- Draft/populate other relevant information required for completion of Major Repairs/Planned Maintenance works. (i.e. asbestos management information);
- Checking and coding of contract invoices/valuation prior to approvals;
- Processing any tenant disturbance payments following works;
- Support to Asset Management Officer on day to day management of contracts, for example Electrical Safety Inspections;
- General support to Asset Management Officer on managing Asset Management files and project information;
- Liaise with SFARs on mixed tenure projects to provide support information;

Contract Handover

- Undertake logging and filing of all contractor handover paper works including test/commissioning and test certification relevant to Asset Management/Planned Maintenance, including update Association's cyclical records;
- Update records on Defects Liability Period to ensure visibility to reactive repairs staff;

Stock / Structural / M&E Surveys

- Assist and support the Asset Management Officer in the delivery of large scale survey programmes, including tenant communications and acting as liaison between surveyors and tenants;

Asset Management Data

- Assist and support the Asset Management Officer in the management of all asset management data, including:
 - Stock Condition Survey;
 - Scottish Housing Quality Standard;
 - Major Repairs/Planned Maintenance Programme;
- Energy Performance Certificate data/Energy Efficiency Standard for Social Housing

Approved Contractors Database

- Assist Maintenance Manager in the day to day management of Associations approved contractors data base, including:
 - Issuing approved contractor request paperwork;
 - Updating database with new information or amendments;
 - Reviewing databases to check for expired insurance documentation;
 - Contacting contractors to request updated insurance and updating when received;

Maintenance Department

- Provide administration additional support to wider Maintenance department as required,
- Provide support during busy period or periods of absence for reactive repairs staff to take and log tenants reactive repairs requests;
- Provide general call handling and enquiry support to department;

GENERAL

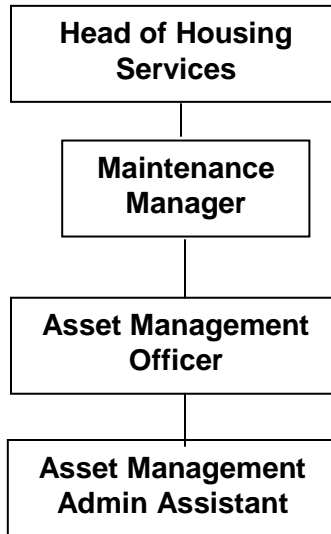
To work closely with all other staff of the Association, to ensure delivery of an effective and efficient service to all its customers.

To respond to all customers in a prompt, polite and effective manner.

To attend training course, seminars and conferences as required

To carry out specific tasks as instructed by the Asset Management Officer or Maintenance Manager.

Position in Structure:



Reward, incentive, conditions:

EVH Grade 4 PA9 – PA12

35 hour working week over 5 days a week, Monday to Friday 9.00am – 5.00pm.

Salaried position with 25 days annual leave plus 15 days public holidays. Pro Rata

Company Pension Scheme.

Person Specification: separate document

Any special circumstances or planning issues:

Job Holder:

Issue Date: