



Property Administrator

Reports to: Head of Property

Responsible for:

The Property Administrator will provide the Property Team with organizational support in relation to day-to-day repairs, voids, planned works, compliance and building safety issues. As the first point of contact for property-related tenant enquiries, this role is central to Stoke on Trent Housing Society's broad role and objectives in relation to property services.

Key Responsibilities:

- Communicating daily with tenants, and contractors by telephone, e-mail and in person, providing clear information and advice on property related matters and accurately recording information.
- Maintaining maintenance records within Stoke on Trent Housing Society's Housing Management System, including authorizing and completing work orders and raising purchase orders as required.
- Ensuring the void process is maintained according to KPI targets including managing the receipt and distribution of keys to contractors.
- Providing administrative support to the Property team, including maintaining records and customer communications for servicing programs and planned maintenance projects.
- Producing reports for the Property and Compliance Officer in relation to contractor performance.
- Providing diary management for the Property Team to book in appointments, meetings, team meetings, surveys, and post- inspections, providing both agendas and minutes for these meetings where necessary.
- Obtaining tenant feedback in relation to property services.
- Liaising with the Housing Team on all matters relating to property, including feedback and complaints.

General:

- Attending relevant meetings where required.
- Provide cover within the office as required.

Company

- Compliance with all legal and statutory regulations along with best practice.
- Ensure that Society's policies are always implemented and in all aspects of service delivery.
- Ensure compliance with all Health and Safety legislative requirements.
- Achieve agreed performance targets for all service areas and be fully involved in the setting of all future performance targets.
- Ensure that the Financial Regulations of the Society are adhered to.
- Uphold the Society's standing as a body providing public services in a professional, competent, helpful, and polite manner.

- Maintain and develop effective external networks and partnerships that are crucial to the Society’s work and business interests.
- Always maintain strict confidentiality.
- Maintain and update database systems, including the Housing Management system.
- Undergo training as necessary to maintain high quality standards of work.
- Undertake such duties as may reasonably be expected within the scope and grading of the post.

The right person for the role will be able to demonstrate:

Property Administrator	Essential (E) /Desirable (D)
Education at GCSE level or equivalent	(E)
Experience of working in a similar role within the Social Housing sector (Minimum of 2 years)	(E)
Have an understanding of building safety and compliance issues	(D)
Computer literacy skills – including use of Word and Excel	(E)
Experience of operating housing management IT software packages	(E)
Excellent verbal & written communications skills to provide advice, guidance, and information to a range of audiences	(E)
Ability to plan and prioritise workload and work with minimum supervision and to deadlines	(E)
Experience of producing performance data	(D)
Ability to work effectively as a team member	(E)

E= Essential

D= Desirable