

## Property Assistant

**Reports to:** Head of Property

**Responsible for:**

The Property Assistant will support the Property Team in relation to day-to-day repairs, voids, compliance and building safety issues. Working closely with colleagues to ensure effective scheme management including health and safety this role is central to Stoke on Trent Housing Society's broad role and objectives in relation to property services.

**Key Responsibilities:**

- Carrying out regular property, estate and scheme inspections with an emphasis on Health and Building Safety.
- Carrying out Fire Safety checks to agreed schedule, including annual fire door checks.
- Receiving enquiries from tenants regarding repairs , diagnosing the specific problem(s) requiring attention, applying the repairs policy where necessary.
- Completing general day to day repairs and maintenance that do not require the specialism of a contractor
- Carrying out general inspections of works required, reporting back to the Property Operations Officer and Compliance Officer findings and recommendations (e.g. lifts, refuse chutes, etc.)

**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:**

| <b>Property Administrator</b>   | <b>Essential (E) /Desirable (D)</b> |
|---|-------------------------------------|
| Education at GCSE level or equivalent   | (E)                                 |
| Ability to carry out physical tasks within Health & Safety guidelines                                   | (E)                                 |
| Experience of working in a similar role within the social housing or public sector (Minimum of 2 years) | (D)                                 |
| An understanding of building safety, compliance and health and safety issues                            | (D)                                 |
| Computer literacy skills – including use of Word and Excel  | (D)                                 |
| Experience of operating housing management IT software packages   | (D)                                 |
| Excellent verbal communication skills to provide advice, guidance, and information to customers         | (E)                                 |
| Ability to plan and prioritise workload and work with minimum supervision and to deadlines              | (E)                                 |
| Ability to work effectively as a team member  | (E)                                 |

**E= Essential**

**D= Desirable**