

## Job Description

<b>Post:</b>	Property Compliance Co-ordinator
<b>Responsible to:</b>	Property Services Manager (PSM)
<b>Salary:</b>	Up to £24,000 DOE
<b>Main Work Location:</b>	The Coach House, Staines
<b>Salary Band:</b>	D
<b>Pension:</b>	SHPS DC Scheme
<b>Health Care:</b>	Ability operates a health care cash plan scheme for all employees after successful completion of probationary period.
<b>Annual Leave:</b>	25 days including bank holidays
<b>Hours of Work:</b>	35 hours per week (exclusive of breaks).
<b>Mileage:</b>	Paid at the current rate in accordance with the Expenses Policy

### Overall Role Objectives

- To work as part of a team providing housing and property management and tenancy sustainment support services to Ability's client group, which includes customers with learning disabilities, mental health needs and / or physical and sensory impairments.
- To lead on the administration and co-ordination of property compliance work programmes, supporting the organisation to deliver consistent, high quality services which address Landlord Health & Safety compliance.
- To act as a first point of contact for customers / tenants and others accessing Ability's housing services by phone or email, providing customer-focused service support.

### Key tasks

#### Property Compliance Administration and Coordination

Work with the PSM to develop and co-ordinate work programmes relating to property compliance / landlord health and safety, including:

- Gas servicing and repairs
- Electrical inspections and remedial work
- Water safety management
- Asbestos surveys and management of the asbestos register
- Lift and lifting equipment inspection, servicing and repairs

- Fire safety risk assessments, remedial works and safety management

Effectively manage information relating to landlord health and safety using databases, Excel spreadsheets and filing systems; demonstrate accuracy and consistency of data storage and effective information retrieval.

Work with IT consultants, colleagues and others to help develop and to manage databases to record and report on property compliance activity.

Assist the PSM and other team members to draw up and improve business processes and procedures for the effective management of property compliance.

Proactively monitor compliance work programmes and activity due dates; raise works orders with contractors and service providers as required.

Monitor contract end dates and other contract amendments for action with PSM and others; assist the PSM with contract procurement administration.

Record work activity information, including appointments, correspondence, certificates, findings and remedial works, accurately and quickly, in line with procedures.

Assist Ability's contractors to make appointments and successfully gain access to properties to carry out their required tasks, liaising with customers, their representatives, Housing Management staff, Care & Support staff, contractors and others; maintain templates and produce standard and bespoke letters and other correspondence.

Assist the Housing Management Team and other colleagues with the preparation of documentation for legal action.

When certificates and reports from contractors recommend follow-up or remedial action, to notify the Property Services Team and co-ordinate the completion of that work.

Ensure that all invoices for surveys and certificated work are accompanied by the appropriate certificates or reports prior to payment authorisation by the PSM and others.

KPIs / performance data: support the PSM in producing monthly monitoring and other performance reports, including obtaining reports and information from contractors / service providers and others. Collate and present data relating to service performance.

Assist the PSM with contractor monitoring meetings and performance management.

To communicate effectively with contractors, Ability staff, customers and others in order to deliver these outcomes.

#### **Housing & Property Team general administration:**

Record keeping and data management: help maintain and develop electronic and paper information storage systems, including day to day filing and archiving.

Update central records and other service monitoring and administrative systems for a range of housing / tenancy management services, including the Housing Management / CRM system; log updates and make amendments to the data as required, including customer contact information; ensure that records are accurate and up to date, flagging any problems to the appropriate manager / colleague.

Assist the team with developing user-friendly data sources and record keeping systems in order to continually improve service delivery.

Ensure that any errors or irregularities are brought to the attention of the PSM or other appropriate manager.

Meetings and event administration: assist with the organising of meetings, which may include preparation of agenda and meeting papers, organising meeting dates, rooms and hospitality, taking notes, recording follow up actions, circulating minutes and other information.

Where required, to provide administrative support to projects and working groups, covering a range of supported housing, tenancy and property management activities and service improvements.

### **Customer services**

Provide a front line housing management telephone and email service for Ability's customers / tenants and others, responding in a helpful and tactful manner, logging and resolving enquiries where possible or directing callers to the appropriate people either inside the organisation or elsewhere.

Work closely with colleagues to keep up to date with Ability's services, policies and procedures in order to provide advice and respond appropriately to queries, ensuring that customers can access and receive seamless services across Housing and Property management.

Interrogate Ability's customer database and other sources of information to access information about the Association's properties, customers and their support needs.

Deal with correspondence, including writing to customers and others, creating mail merged letters and mailing out letters and other information.

Build and develop effective working relationships with suppliers, contractors and other external agencies involved in the delivery of services to Ability's customers; ensure that contact information is up to date.

Escalate work to managers where appropriate.

### **Financial responsibilities**

Comply with Ability's financial policies and procedures in relation to expenses and mileage claims, petty cash, company credit card purchases, purchase orders, contract management and the procurement of goods and services.

Ensure that any invoices received are directed to the Finance Team without delay.

Assist the HSM with coding of invoices, helping to ensure that costs are allocated appropriately.

### **Safeguarding responsibilities**

To assist the team and Ability as a whole to fulfil our Safeguarding duties by being vigilant and proactive about assessing safeguarding issues with regards to customers using or visiting Ability's services. Take appropriate action to protect customers from all forms of abuse and promote the wellbeing of those using our services.

### **General**

To comply at all times with the Association's legal, contractual and regulatory responsibilities in relation to the above duties, including data protection / GDPR.

To be aware of and comply with all the Association's current policies, procedures and guidelines and to keep up to date with the knowledge and skills required to deliver the responsibilities of the role, including attending training, learning from others and personal research and study.

To be accountable for meeting personal and team performance targets.

To contribute to the development and sharing of policy, procedures, best practice and service improvement.

To manage own time effectively, including lone working and work travelling where required.

To deal promptly and effectively with complaints in line with the Association's procedures.

Ability is committed to providing a healthy and safe working environment and expects all employees to observe and promote Health & Safety related policies in all areas of their work, including attending training as appropriate.

To observe and promote the letter and spirit of Ability's equality and diversity policy in all contact with staff, clients and members of the public and to attend training as appropriate.

To work and communicate effectively with colleagues to meet organisational and team objectives and targets.

To attend internal and external meetings as required, including supervision and appraisal meetings. Time off in lieu is available for attending meetings outside of normal office hours.

To carry out other duties, reasonably requested, which may be appropriate to the role.

Each applicant must be able to demonstrate how they meet the desirable and or essential qualities of the role they are applying for. Candidates will be assessed using the criteria set based on the experience, knowledge and personal attributes set out in their application, which can be a covering letter and or application form, as well as via an interview and assessment process.

<b>Criteria</b>	<b>Key Requirements</b>	<b>Criteria Desirable/ Essential</b>
<b>Experience Required</b>	<p>Administrative experience of working in property / housing or facilities management.</p> <p>Experience of one or more landlord health and safety / property compliance activity areas, such as gas servicing, electrical safety, asbestos management, water and fire safety, lifts.</p> <p>Experience of developing and maintaining effective working relationships with colleagues, contractors and external stakeholders</p> <p>Experience of monitoring programmes of work, collating KPIs / performance data and achieving targets.</p> <p>Experience of assisting in the development of service delivery policies and procedures</p> <p>Experience of using Excel to manage and monitor data.</p> <p>Experience in using Housing Management database/systems, or equivalent activity management / CRM system</p> <p>Experience of helping to develop databases and reporting frameworks to record and monitor performance</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>D</p>
<b>Knowledge &amp; Skill</b>	<p>Can demonstrate excellent numeracy and literacy skills appropriate to the requirements of the job role.</p> <p>Has knowledge and an understanding of the legal and regulatory framework of property compliance / landlord health &amp; safety management.</p>	<p>E</p> <p>E</p>

	<p>Ability to work on own initiative within the legal and policy framework of a workplace environment.</p> <p>Excellent IT skills: proficient in using Microsoft Office applications, in particular Excel.</p> <p>Skilled in data gathering and inputting, record keeping and data management; able to analyse information and data logically and present it to a variety of audiences</p> <p>Sound understanding of document control, record keeping, evidence trails and contract and financial processes, with excellent attention to detail and a high degree of accuracy in handling / inputting data.</p> <p>Understanding of project management skills, with ability to monitor and report on progress.</p> <p>Can effectively manage a busy and varied workload, prioritise between conflicting demands and be able to meet deadlines</p> <p>Experience in effectively persuading, influencing and negotiating with a wide range of people</p> <p>Shows an awareness of value for money and considers this in all activities</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>D</p>
<b>Personal Attributes</b>	<p>Shares and is committed to the Association's values and a desire and aptitude for helping people to maintain independence</p> <p>Has the ability to build effective relationships with work colleagues, customers and external</p> <p>Shows originality and a can do attitude in improvements to the way we provide services.</p> <p>Ability to be flexible in approach to changes in the working environment</p> <p>Demonstrates resilience and seeks solutions in pressured and stressful situations</p> <p>Can demonstrate self-motivation and has the determination in seeing a job or task through to the appropriate stage.</p> <p>Self-aware, self-managing and willing to learn: evaluates and reviews own work to meet or exceed objectives.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>Customer Focus</b>	<p>Understands how own role and actions can impact on external and internal customers</p>	<p>E</p>
<b>Working Together</b>	<p>Ability to work collaboratively as part of a team, developing good working relationships with colleagues, customers and external service providers / other work contacts.</p> <p>Able to provide advice and guidance to colleagues and others where appropriate.</p>	<p>E</p> <p>E</p>

<b>Communication</b>	Excellent telephone manner, communication and inter-personal skills: able to communicate effectively with a wide variety of people.  Ability to analyse information and produce clear and concise written reports, suited to the audience	E  E
<b>Equality and Diversity</b>	Can demonstrate an understanding of issues and barriers faced by tenants / household members who have learning disabilities, mental health needs and / or physical and sensory impairments.	E
<b>Education &amp; Qualifications</b>	5 GCSE passes at grade C or above including English and Maths, or equivalent	E
<b>Other post requirements</b>	The post requires an enhanced DBS check.	