

JOB DESCRIPTION

1. **POST:** TECHNICAL ASSISTANT
2. **GRADE AND SALARY:** GRADE 6 EVH
3. **RESPONSIBLE TO:** TECHNICAL MANAGER
4. **REPORTING TO:** TECHNICAL OFFICER
5. **RESPONSIBLE FOR THE FOLLOWING STAFF:** NONE
6. **GENERAL AIMS AND JOB PURPOSE**
 - (i) Ensure that Glen Oaks Housing Association meets its adopted Corporate Standards to the highest degree possible.
 - (ii) Provide a courteous and responsive service to tenants, factored and sharing owners of the Association, and all others who contact the Association.
 - (iii) Ensure that the Association's maintenance responsibilities are met to the highest possible standard.
 - (iv) Ensure that the specific job requirements as detailed in the job description are carried out to the highest possible standards at all times.
7. **FACTORING**
 - (i) Manage the Association's factoring service using the Association's Capita IT System.
 - (ii) Prepare and issue factoring invoices including administration of factoring charges to owner accounts.
 - (iii) Monitor and pursue factoring arrears following procedure.
 - (iv) Monitor and pursue legal action for high value arrears working with the Association's solicitors.
 - (v) Administer changes of ownership in conjunction with owners and their legal representatives

- (vi) Working alongside project and repairs staff, identify and administer owner charges for repairs, cyclical and planned maintenance work to owner accounts including carrying out consultation exercises with owners in respect of charges.
- (vii) Administer database of owner title deeds and plans.
- (viii) Dealing with, investigating and responding to owner (and other factoring customer) enquiries by phone, text, email and letter. This will include reviewing title deeds and providing relevant information.
- (ix) Supporting all colleagues staff with enquiries in relation to the factoring service.
- (x) Preparation and issue of the factoring newsletter
- (xi) Assist in preparation of reports for management staff, Board or other statutory bodies.

8. RECHARGES

- i) Identify rechargeable repairs and register sub account on the IT system.
- ii) Prepare and issue rechargeable invoice / pre invoice to tenants and other customers.
- iii) Monitor and pursue rechargeable arrears following the Association's recharge procedure.
- iv) Monitor and pursue legal action for high value arrears
- v) Assist in preparation of reports for management staff, Board or other statutory bodies.

9. MAINTENANCE

- (i) Logging repairs reported by tenants and other customers on the Association's Capita IT System.
- (ii) Deal with, and record, day-to-day enquiries from tenants and other customers regarding repairs, and taking the appropriate follow up action.
- (iii) Liaison as required with contractors and tenants regarding access, appointments and follow-up works.
- (v) Issue pre and post inspections.
- (v) Logging and analysing job completions.

- (vi) Reviewing and analysing contract completion reports and liaising with contractors in relation to KPI statistics. Updating Capita system and communicating with contractors regarding performance reports.
- (vii) Issue satisfaction surveys to tenants following job completions and input responses to IT system and prepare reports of tenant satisfaction statistics as required.
- (viii) Record all required paperwork on the Associations Invu document management system.

10. VOIDS

- i) Deal with, and record, day to day enquiries from colleagues, tenants and other customers regarding pre void inspections, appointments and re-let dates.
- ii) Managing and updating void tracking on the Associations Capita IT System. Updating relevant stock condition and servicing component data.
- iii) All administration of void maintenance service including but not limited to logging of EPCs, Electrical, Gas and Asbestos Certificates.
- iv) Administration of Associations Décor scheme for void properties.
- v) Liaising with Utilities Partners as required.
- vi) Monitoring void and void defect repairs and updating Capita IT system with relevant completion dates. Reviewing and analysing contract completion reports and liaising with contractor in relation to performance statistics
- vii) Prepare new tenant welcome pack and carry out new tenant welcome interview / pack handover.
- viii) Issue new tenant satisfaction surveys and input responses to IT system and prepare reports of tenant satisfaction statistics as required.
- ix) Record all required paperwork on the Associations Invu document management system.

11. ALTERATIONS & IMPROVEMENTS

- i) Record and process tenant requests for Alterations and Improvements using the Capita IT Contact Management system.
- ii) Deal with day to day enquiries from tenants and other customers in relation to tenants rights to carry out Alterations and Improvements.

- iii) Assist in the processing of compensation for Improvements claims.
- iv) Updating relevant IT and document management systems with all paperwork and details of each claim.

12. COMPLAINTS

- i) Record all complaints or dissatisfaction following the Associations Complaints procedure on the Capita IT system.
- ii) Process stage 1 complaints to completion including recording any supporting evidence and communicating with customers and colleagues as required.
- iii) Feedback any service improvements or learning points to Technical Officer, Manager, Director.
- iv) Assist in collating evidence to Manager or Director to allow Stage 2 complaints and any Ombudsman appeals to be actioned.

13. INVOICING

- (i) Assist in the checking and processing of contractors' invoices and the apportionment of invoices to owners accounts.
- (ii) Liaise with contractors, finance and owners regarding invoices as required.

14. IMPROVEMENTS, PLANNED & CYCLICAL MAINTENANCE

- (i) Assist in obtaining and recording stock condition information on all the Association's properties.
- (ii) Assist in the logging and recording of annual gas safety inspections and 5 yearly EICR reports on the Capita IT and Invu document management system.
- (iii) Assist with meeting agreed programmes and monitoring expenditure in respect of improvement / planned maintenance works to the Association's properties.
- (iv) Assist with managing the grounds maintenance contract through estate inspections, communicating with tenants and IT administration as required.
- (v) Deal with defects resulting from planned maintenance and new build contracts.

15. OTHER DUTIES

- (i) Identify and assist with insurance claims as required
- (ii) Provide reception cover as required.
- (iv) Prepare reports for staff or Committee as required.
- (v) Liaise with other staff, in order to provide cover for the department during office opening hours.
- (vi) Other administration duties as required within the Technical Department.
- (vii) Maintain computerised property register.
- (viii) Assist with the administration of the Association's Gold Service scheme as it affects property maintenance, and assist with the promotion of the service.
- (ix) Assist in collating evidence and documentation, as required, to meet any Freedom of Information, Environmental Regulation, or Subject Access Requests.

16. GENERAL

- (i) Assist in meeting all performance targets and objectives set by the Association and / or the Technical Department.
- (ii) Ensure that the Association's files and records are kept up to date and in accordance with the General Data Protection Regulation (GDPR).
- (iii) Identify training needs, and attend training courses, including those outwith normal office hours, as determined by the Technical Director.
- (iv) Attend meetings, including those outwith normal office hours, as requested by the Technical Director, or another member of the Corporate Management Team.
- (v) Implement the Association's Equal Opportunities Policy as necessary.
- (vi) Carry out any other duties at the request of the Technical Manager, Technical Director, Chief Executive or the Association's Board.
- (vii) This job description is a general guide to the tasks to be fulfilled. However, it should be noted that the employee requires to agree work priorities and tasks to be completed on a regular basis with their line manager. This will enable the employee's department and the organisation as a whole to fulfil its objectives.