**SOUTH DEVON RURAL HOUSING ASSOCIATION LTD**

**POST: Repairs Administrator**

**RESPONSIBLE TO: OPERATIONS DIRECTOR**

**PURPOSE OF POST:** To provide an effective, efficient and comprehensive repairs service to tenants, staff and contractors.

1. **MAIN FUNCTIONS**
   1. To manage all tenant and contractor enquiries made to the Association regarding repairs via personal call, telephone, post or email and respond within the Associations published performance times
   2. To offer general advice to customers of the Association and other general callers.
   3. To update omniledger with all relevant management information and ensure it is up to date.
   4. To ensure that tenancy records and other key filing is up to date
   5. To assist with housing administration tasks as required.
   6. To provide weekly performance reports to the Operations Director
2. **KEY DUTIES**

**2.1 Repairs**

* + 1. Provide a key point of contact to contractors.
    2. Ensure repair orders are up to date on omni.
    3. Provide tenants with appropriate information and feedback regarding repairs.
    4. Update omni with dates of new components, gas safety certificates, periodic electrical checks and asbestos records.
    5. Process repairs invoices in a timely manner.
  1. **Housing Administration**
     1. Assist with the Issue of the quarterly Tenants Newsletter liaising with the Housing Officer.
     2. Update omni for property and tenancy management.
     3. Issue and manage returns of surveys, updating omni with appropriate information.
  2. **Filing**
     1. Undertake regular electronic filing routines.
  3. **Team Responsibilities**
     1. To develop and sustain positive working relationships with colleagues and Board Members
     2. Type letters, memos and other documentation as requested by other team members if required and relevant.
     3. To contribute positively towards the improvement of services to the Association’s customers
     4. To participate in Training opportunities to develop understanding and knowledge to fulfil the role and to keep up to date with changes in legislation, regulation and Best Practice
     5. To undertake other duties as may be required consistent with the responsibility of the post
     6. To ensure compliance with the Association’s obligation in respect of the law, registration, regulation, policy, procedure and Health and Safety obligations and bring any concerns to the attention of the Operations Director.

**Person Specification**

**Repairs Administrator**

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| Essential | Desirable |
| 2 years experience in a similar position | 3 or more years in a comparable position |
|  |  |
| Good IT skills  Good working knowledge of Microsoft office or equivalent, particularly  Excel  Word including mailmerge  Outlook | Advance Knowledge of  Word  Excel  Access  Outlook  Publisher |
|  |  |
| Able to demonstrate high level of numeracy |  |
|  |  |
| ‘O’ Level grade Grade C or above or equivalent in:  English  Maths | Business Studies qualification or equivalent  Qualifications in accounts or bookkeeping |
|  |  |
|  | Knowledge of the work of Social Landlords |
|  |  |
|  | Experience of bookkeeping and or Sage or Omniledger software packages |
|  |  |
| Good understanding of equal opportunities and diversity | Wider knowledge of Diversity |
|  |  |
| Good communication skills | Experience of minute taking |