



GHHA Greenhill Housing Association

Job Description

Asset Management Coordinator

Post title:		Asset Management Coordinator
Responsible to: Director of Asset Management		Hours: 35 hours pw. Hybrid working by arrangement / agreement.
Salary grade: up to £25,000		Responsible for: Supporting the Director of Asset Management in all aspects of asset management including data management, responsive repairs, void management coordination, compliance and major works administration.
Special requirements		N/A

Purpose of the Role:

- To support the Director of Asset Management in managing all aspects of asset management relating to the associations housing stock.
- Provide robust administrative support in respect of data collection, data cleansing and collating of information for reports.
- Assist with the setting up of frameworks and contracts in respect of major works.
- Assist in the administration of compliance

Key Responsibilities

1. To ensure that accurate records are collated and maintained in respect of the association's assets (residential dwellings).
2. Assisting the Director of Asset Management in producing programmes of major work, stock investment and identifying / addressing any potential Disrepair claims.
3. Providing general administrative support to the Asset team.
4. Ensuring that all policies and procedures relating to asset management are followed.
5. Assist with monthly performance meetings and monitor performance against key performance measures.
6. To develop and maintain positive working relationships with all GHHA staff, contractors, suppliers and consultants to enable the process of responsive repairs, voids and asset management.
7. Work with the team to ensure that responsive repairs jobs are raised, completed and logged.
8. Ensure that materials and stock information is maintained and foster a good working relationship with suppliers in respect of trade accounts.
9. Manage the day-to-day fleet requirements including fuel, parking permits and diarising servicing, maintenance etc
10. Carry out customer satisfaction telephone calls.
11. Ensure the void property database is regularly updated and activities accurately recorded.
12. Maintain the stock condition survey database and ensure all relevant work is recorded.
13. Ensure any insurance claims are recorded and monitored.
14. Receive and manage telephone calls and emails from a variety of sources and manage / administer accordingly.
15. Work collaboratively with the associations Engagement Officer and Communications Officer to ensure highlights, forthcoming projects and initiatives are promoted.
16. Assist in the preparation of documents such as the Annual Report, quarterly tenants' newsletter and ad hoc documents to promote the work of the Asset team.
17. Have an awareness of the housing maintenance / asset management sector and research / highlight relevant changes in legislation and regulations.
18. Organise and arrange progress meetings with contractors.
19. Work closely with the Compliance Coordinator.
20. To carry out other duties as may reasonably be required.

Person Specification

Position	Asset Management Coordinator	Reports To	Director of Asset Management	
Requirements		Application Form	Interview	Test
Qualifications / Training				
Good written and verbal skills and evidence of experience in administration or project management in a housing maintenance / construction role.		✓		✓
Good standard of GCSE in Maths, English		✓		
Experience / Knowledge/Skills				
Experience of working in an administrative role.		✓	✓	
Experience of managing databases		✓	✓	
Ability to retain confidential information.		✓	✓	
Knowledge of office management		✓	✓	
Accuracy and attention to detail		✓	✓	
Knowledge and experience of housing maintenance, stock investment,		✓	✓	
It is the duty of all employees to ensure that a safe working environment and safe working practices are maintained at all times.		✓	✓	
Communication				
Ability to communicate effectively with a variety of a people (i.e. in writing and verbally)		✓	✓	
Ability to keep accurate records, use GHHA databases and electronic communication methods		✓	✓	
Work to deadlines and conflicting priorities		✓	✓	
Time Management				
Ability to organise, manage and prioritise their own workload and to meet deadlines. Support the Asset Management team with same		✓	✓	
		✓	✓	

To be organised and able to manage, plan and prioritise own work and support that of others. Excellent team player and able to use own initiative ensuring that effective housing and tenancy management, and performance measures and deadlines are met and to make service improvement recommendations	✓	✓	
IT Experience of using IT systems including MS Office packages, and databases and able to extract data for reporting Willingness to learn new systems and support team members	✓	✓	
Commitment to Quality A commitment to the continuous improvement of the services provided by GHHA	✓	✓	
Equal Opportunities A commitment to and understanding of the principles of equal opportunities in both employment and service delivery and that all tenants have fair and equitable access to services	✓	✓	
Customer Service A commitment to and understanding of the principles of customer service and delivering an excellent service to tenants A professional telephone manner.	✓	✓	
DBS	✓		