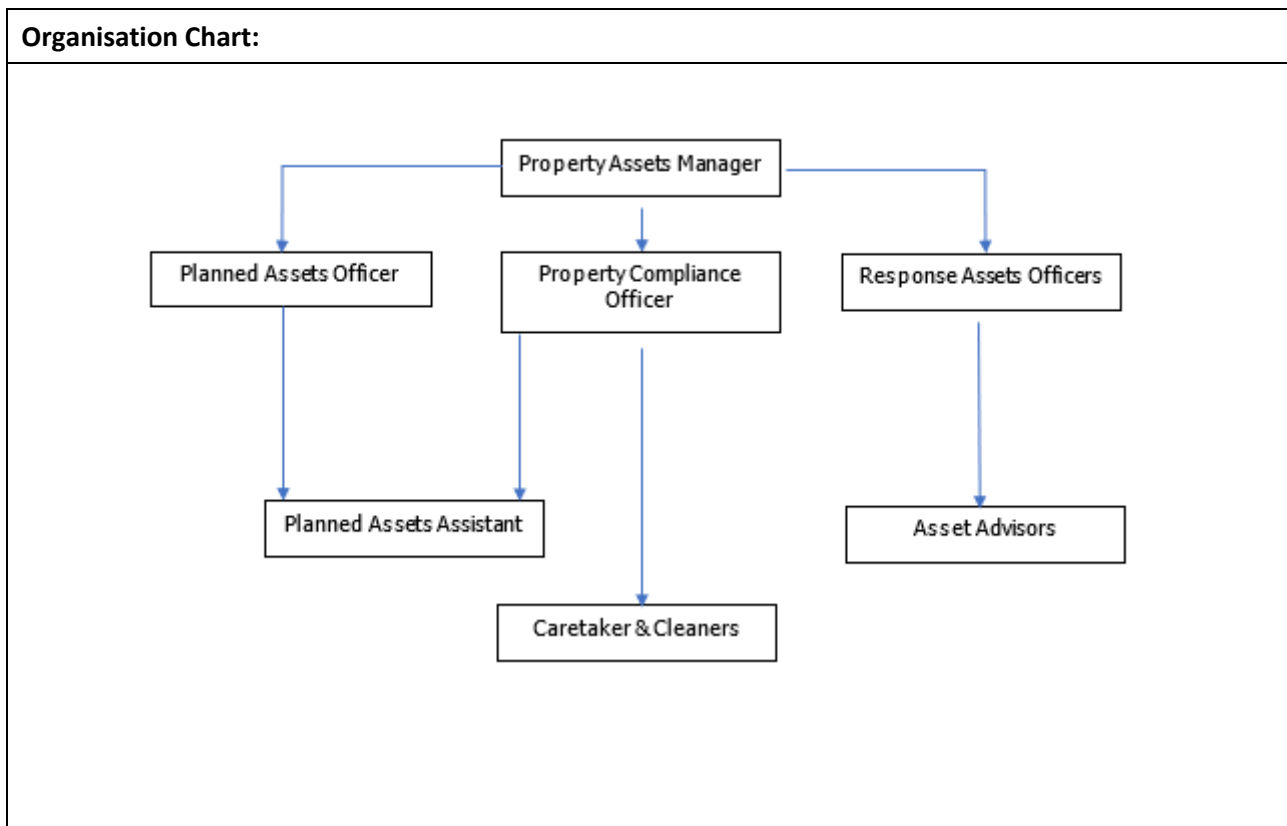


## JOB DESCRIPTION: Assets Advisor

<b>Job Title</b>	<b>Assets Advisor</b>
Directorate	Housing and Development
Grade	
Reports to	Property Assets Manager
Budget responsibility	N
People Manager responsibility	N
Number of direct reports	NA
Indirect reports	
Locations / Usual Base	Ballymoney
Hours of work	As per advert



**Job Purpose:**

The Assets Advisor will act as the main point of contact with tenants, staff, stakeholders, and other customers who contact the Assets Team, providing support, advice on repair responsibilities, and ordering of works to contractors for the repair requests. The Asset Advisor will also chase and provide updates to all parties on the status of repairs, book appointments as well take taking payments over the phone where required. The post holder will also provide invoice processing & sign off as well as administrative support, to the Assets Manager and Team of Response, Planned and Property Compliance Officers.

## Job Description and Person Specification

### Key Responsibilities:

- Provide an excellent customer service by acting as the first point of contact for tenants and other customers, providing information on and dealing with customer enquiries about Triangle's maintenance services.
- Operate the repairs helpdesk taking calls, MyHome Orders and responding to email requests for repairs jobs. Probing tenants with leading questions to establish accurate details of the repair. Raising repair works orders using correct contract and invoicing coding systems and issuing to appropriate works contractors for the workstream.
- Providing advice on the Association's policies regarding repairs and maintenance to all relevant parties, including advising of repair responsibilities that fall to tenants and third parties. This will require the post holder to find creative solutions to tenants' issues to resolve most repairs issues within reasonable timeframes.
- To align tenant repair expectations with the Association's policies and procedures, remaining respectful and professional
- Completing Post Inspection of works & customer satisfaction surveys for completed orders within governance levels.
- To provide advice and guidance to tenants and customers relating to complaints about service quality
- Taking Responsibility and making decisions to ensure effective delivery of repairs service within governance levels remits, without the need for permission from Asset Manager or Officers. Support will be provided as required
- Scheduling repair appointments with contractors, tenants, Asset Team & other departments, including updating orders and systems, and ensuring all parties are made aware of changes to works requirements
- Tracking completion of repair orders, hastening contractors and updating the tenants, stakeholders & the Association's records & systems
- Raising recharges for works that are deemed to be tenant responsibility, income recovery and processing payments. This will include reviewing recharge queries from tenants, and/or directly and jointly managed partners, defending legitimate recharge claims & issuing credit notes, where appropriate
- Processing, Coordinating, Challenging & Managing contractor invoices and approving spend within delegated approval limits invoices for the maintenance team (up to £1,500 per job) as well as reviewing monthly departmental and all contractor statements and liaising with contractors & Finance Department in relation to all queries and approvals. This will involve negotiating with contractors to resolve issues and ensure that payments are made with prescribed timeframes.
- Carrying out void inspection checks, Health & safety checks as well as monitoring & reporting on change of tenancy properties, COT repair orders and turnaround times for empty properties to the Assets Manager & Team to ensure void works are carried out within appropriate timeframes & systems updated for accurate data capture
- Registering requests for adaptations works and completing feasibility checks prior to issuing technical adaptations to assets officers for action, monitoring progress and providing reports to the Assets Manager
- Coordinating & managing minor adaptations from inception to completion
- Coordinating & managing all DFC adaptation claims and related queries to ensure recuperation of money to Triangle HA.
- Assist Asset Team with procurement exercises and contract management of the various contracts within the Asset Department
- Coordinate & Manage procurement exercises in line with the Associations Policies and appoint suppliers as required
- Ensure effective engagement with housing support staff within Triangle and partner organisations to ensure that the needs of vulnerable tenants are understood and met
- Assisting in initiatives relating to tenant involvement within the assets service

## Job Description and Person Specification

- To attend meetings, conferences, seminars, courses, and events and help with community/resident group evening meetings as required
- Ensure effective liaison with the Planned Assets Team to ensure that asset registers and records are kept up to date
- Ensure effective liaison with the Development and Housing Management teams to ensure that maintenance records are accurate
- Establish and maintain manual and electronic records and filing systems and inputting data onto computerised and electronic systems, in timely manner and ensuring records are audit ready
- Ensuring that all required completion and safety certificates for maintenance works are uploaded to the Association's computer system
- Assisting with promoting the service by designing leaflets, updating information on the website and the tenants' self-service portal
- Ensure effective liaison with the Development & Housing Management teams to ensure that maintenance records are accurate, including completing internal audits of files as well providing evidence for all external audits.
- Coordinate & liaise within Assets Team, Development & Housing Management for all property handovers, ensuring all properties are logged on Triangle's systems and adopted onto appropriate maintenance schedules, as well as allocating property to appropriate Response Assets Officer area
- ISO Coordination of files & file management within the Assets Department
- Assist with training requirements within the team for systems and processes.
- The role will also involve visiting tenants' homes and sites on a regular basis
- The role involves working to deadlines which will create significant disruption and changing demands within day-to-day activities
- Processing physical payments using debit cards and entering personal information in line with Finance & Corporate Policies & Procedures
- Management of GDPR information and ensuring compliance with the Associations Policies and Procedures. Identifying, reporting & rectifying any breaches or near misses.

NB: Specific duties will vary from time to time: the above list is intended to indicate the general nature of the post and is not exhaustive. The post holder will be expected to be flexible in supporting the Assets Team by undertaking any responsibilities which are commensurate with this grade.

### Working Relationships:

The Assets Advisor will need to establish and maintain effective working relationships with the following:

- Assets Manager
- Response and Planned Assets Officers
- Contractors
- Finance Department
- Housing Management Department
- Joint Management Partners
- Health Trusts
- Tenants and their representatives
- General public
- Public Representatives

## PERSON SPECIFICATION: Assets Advisor

<b>Specific Knowledge</b>
<ul style="list-style-type: none"> <li>• Strong knowledge of administrative systems</li> <li>• Excellent working knowledge of Microsoft Office applications [<b>Essential</b>]</li> <li>• Working knowledge of the property maintenance process [<b>Desirable</b>]</li> <li>• Basic working knowledge of statutory maintenance and/or willing to undertake formal training and development [<b>Desirable</b>]</li> </ul>
<b>Skills and Abilities</b>
<ul style="list-style-type: none"> <li>• Excellent IT skills</li> <li>• Excellent organisational skills</li> <li>• Excellent communication skills</li> <li>• Excellent interpersonal skills</li> <li>• Ability to work as part of a high performing team</li> <li>• Ability to plan and meet deadlines and work under pressure in a fast-paced environment</li> <li>• Ability to analyse data and prepare reports to management (voids, repairs, annual plan and key performance indicators)</li> <li>• Ability to analyse and solve problems creatively</li> <li>• Ability to negotiate with contractors and process payments in line with contract terms</li> <li>• Ability to manage contracts</li> <li>• Resilient</li> </ul>
<b>Experience</b>
<ul style="list-style-type: none"> <li>• Minimum of 2 years experience working in a busy office environment [<b>Essential</b>]</li> <li>• Minimum of 2 years experience working in a customer service role [<b>Essential</b>]</li> <li>• Experience of working in a property maintenance department [<b>Desirable</b>]</li> <li>• Experience of analysing data and preparing reports for management</li> </ul>
<b>Education/Training</b>
<ul style="list-style-type: none"> <li>• 4 GCSEs at grade C or above (or equivalent) [<b>Essential</b>]</li> <li>• 2 A Levels [<b>Desirable</b>]</li> <li>• Degree in a relevant subject or property or construction related qualification [<b>Desirable</b>]</li> <li>• Chartered Institute of Housing Level 3 Award in Housing [<b>Desirable</b>]</li> </ul>