



Asset Administration Assistant

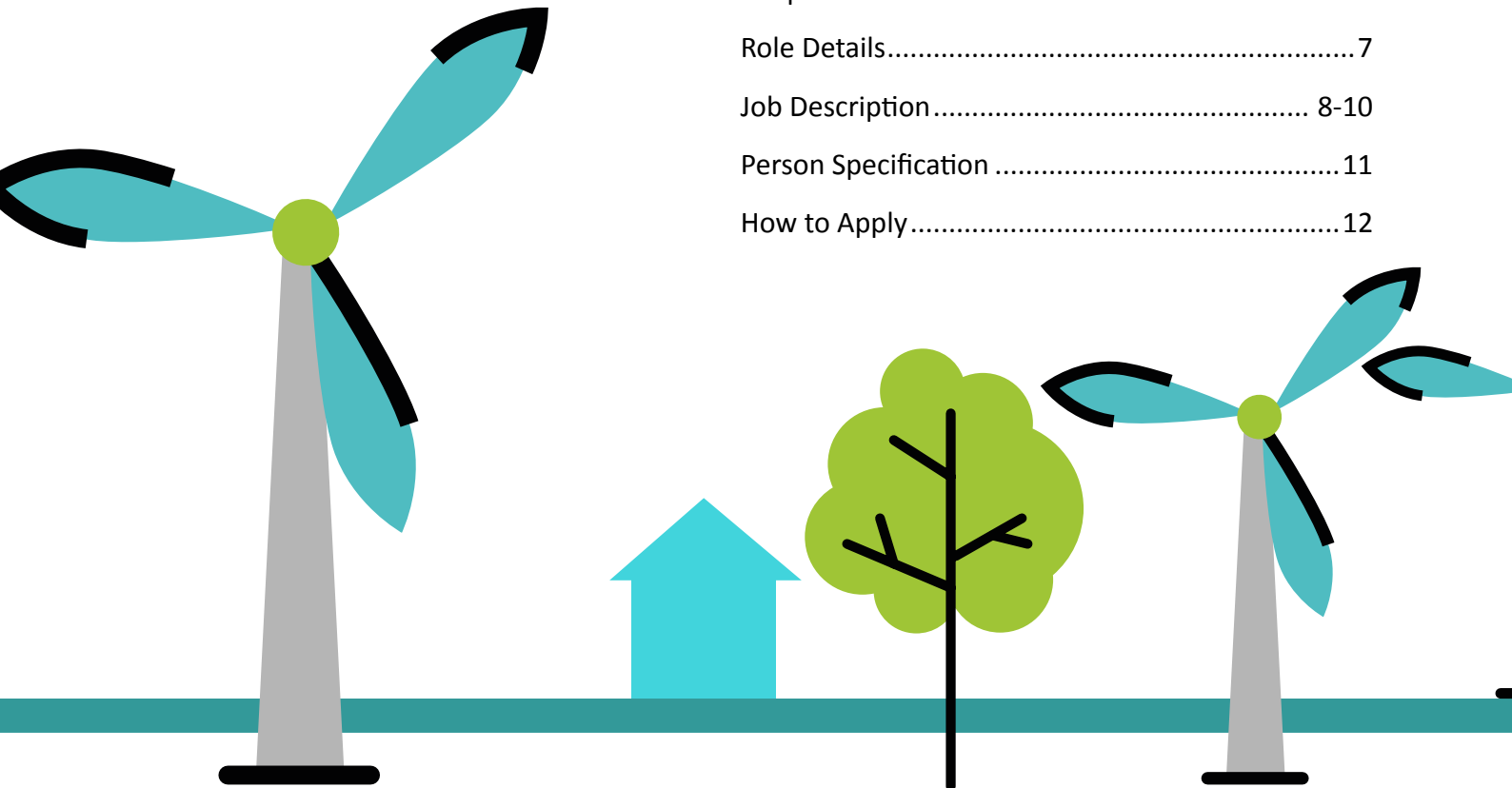
Recruitment Pack



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Welcome

Dear Candidate,

Thank you for your interest in the Asset Administration Assistant post at Ardenglen Housing Association.

We are an ambitious and award-winning Housing Association; our values define us as an organisation and our business plan provides clear strategic direction. However, it's our people that provide the energy and creative thinking that makes us a successful, high performing, forward thinking, customer focused organisation.

By joining our colleague team, you'll have an opportunity to make a difference to the lives of people in our communities whilst working with people that are doing extraordinary things to deliver our Vision:

By providing aspirational homes and high-quality services we will transform communities to enhance the quality of life of our customers.

We're always on the lookout for talented people who share our vision and values. We'd love to hear from you if you're someone:

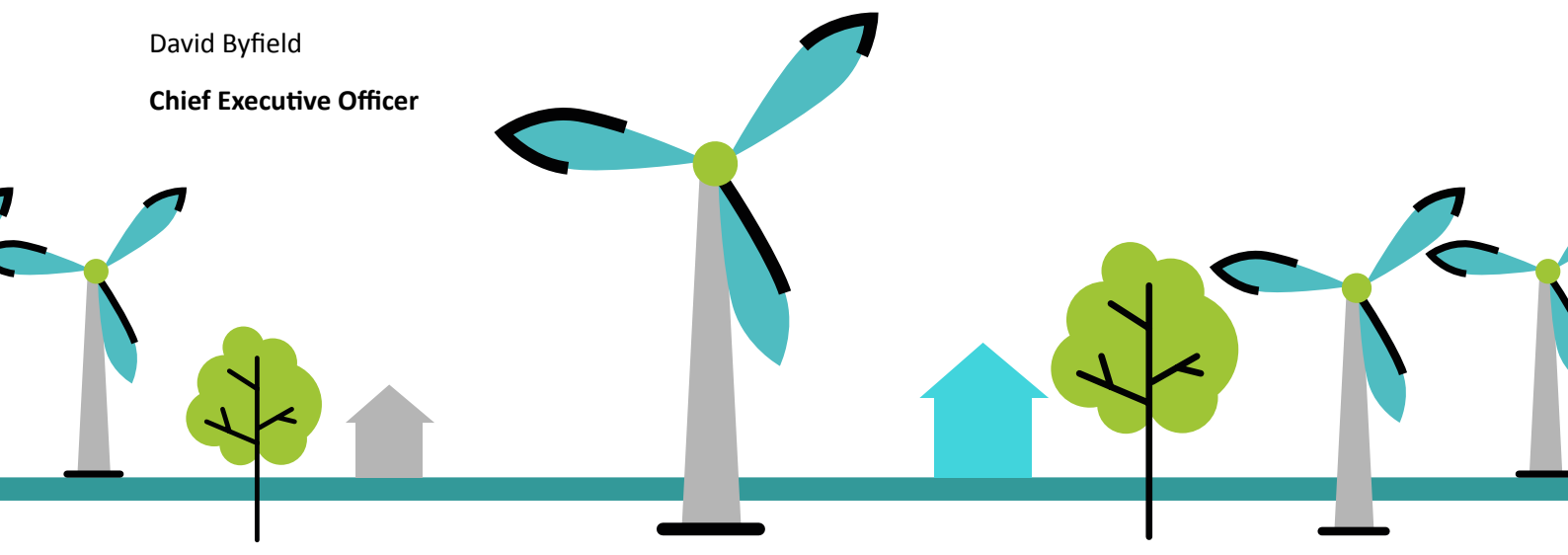
- who puts people first,
- who thrives on working in a great colleague team,
- who is ambitious,
- who is positive and committed to overcoming challenges and improving the outcomes of customers.

We place a high value on our colleagues and the successful candidate will have access to a variety of exciting opportunities to advance both personally and professionally.

I hope this application pack will inspire you to join us on our journey, highlight some of the great people we have working for us and showcase the many great things we do to provide quality homes and communities.

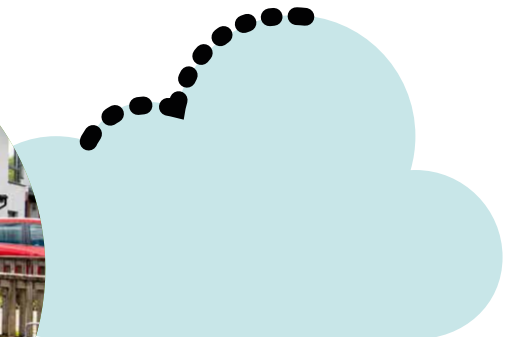
Thank you for your interest and we look forward to hearing from you.

David Byfield
Chief Executive Officer





About Ardenglen



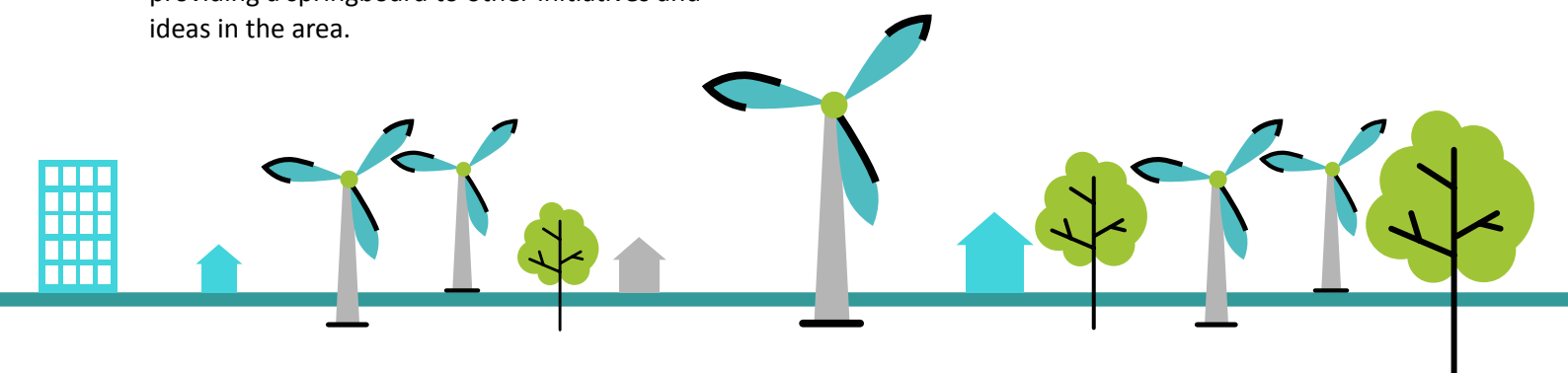
Ardenglen was set up in 1990 to provide community-led action to reverse poor housing conditions and neighbourhood decline in East Castlemilk, situated south of Glasgow city centre.

In the 30+ years since, we have grown to own and manage approximately 1000 homes in a way that is closely aligned with local needs. By establishing community ownership of housing in the area, we have managed to keep rents affordable whilst securing investment in services and activities which greatly benefit the community.

In 2021 we launched the Castlemilk pantry, a membership food shop designed to tackle food inequality and reduce waste during the cost of living crisis. Today, membership has exceeded 1000 individuals and has provided the community with much needed support and freedom, whilst providing a springboard to other initiatives and ideas in the area.

We are proud of our achievements which have delivered sustainable regeneration, greatly improved living conditions for residents, and long-term value for the public money invested in our community. Whilst there is much to do as we adapt to fresh challenges, Ardenglen is planning for the future with confidence and ambition.

Everything that we do centres around people and relationships. We aim to continue serving a first-class service to our customers, which is achieved by building a diverse and thriving internal culture where our people are afforded the opportunity to grow and flourish in their work.





Our Vision and Values



Vision:

By providing aspirational homes and high-quality services we will transform communities to enhance the quality of life of our customers.

Values:

- ✓ Customer and community focused
- ✓ Accountable
- ✓ Making a difference
- ✓ Innovative
- ✓ Equal access to services and opportunities for all
- ✓ Treating our customers with respect





People Benefits



We know our people are committed and dedicated to their work. However, we at Ardenglen seek to prioritise work-life balance and understand the importance of fully supporting our people to achieve this. That's why we've got a range of health and wellbeing benefits to give you some well-deserved perks of being an Ardenglen employee:

- Flexible Working Environment
- Learning and Development Culture
- Family Friendly Policies
- Teambuilding Days
- Lunch and Learns
- Health and Wellbeing Initiatives
- Professional Membership Fees
- Counselling Service





Role Details

Asset Administration Assistant

Salary:

£24,764 - £28,004 (Per annum)

Grade 4 spinal point 9-12

Contract:

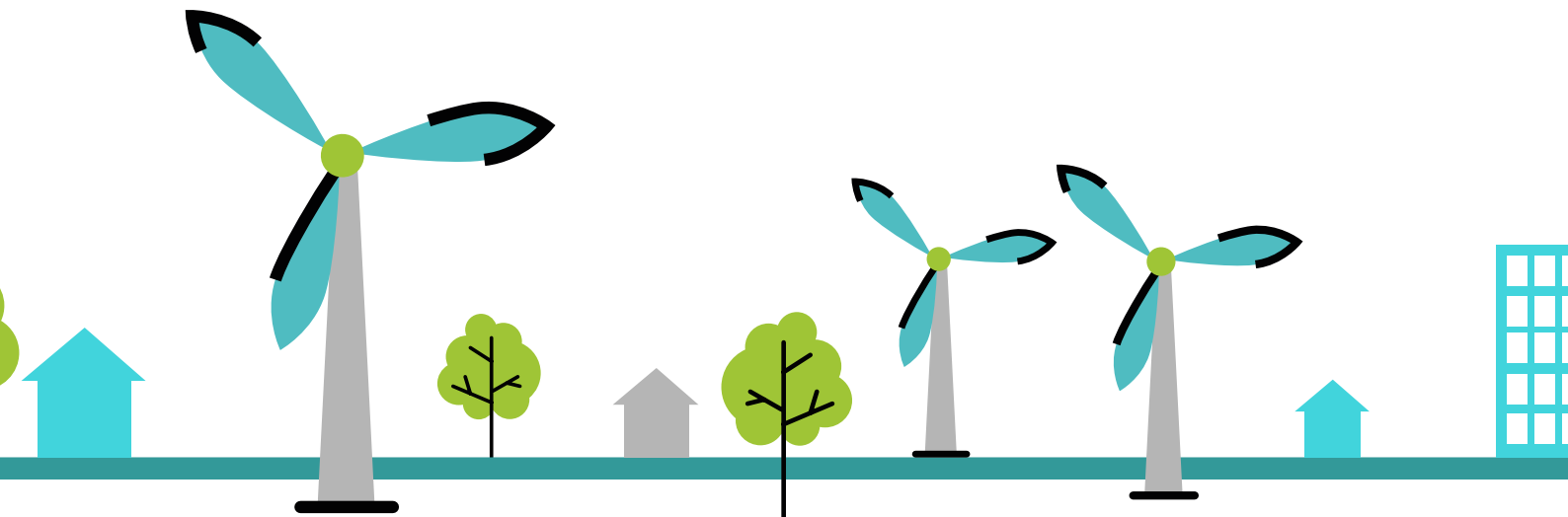
Permanent

Hours:

35 hours per week (flexi time in place)

Reporting To:

Senior Asset Officer



Job Description

Job Details			
Service Area:	Asset Management	Responsible to:	Senior Asset Officer
Grade 7:	EVH Grade 4 PA9-12	Location:	355 Tormusk Road, Castlemilk, G45 0HF

Job Summary	
<ul style="list-style-type: none"> • Provide customers with an excellent first point of contact for the reactive repairs service, focusing on problem resolution and high levels of satisfaction. • Provide administrative support in various aspects of Asset Management for the team as and when required. • Excellent communication and organisational skills are required in order to meet the demands of the post. 	
Job Outputs	
<p>The job holder will carry the formal responsibility for delivering the following key tasks. They will be achieved through effective working relationships with those in the identified key relationships.</p>	
Key Tasks	Includes the requirement to:
Asset Management Responsibilities	<ul style="list-style-type: none"> • Process new requests for repairs, issue works orders through the Associations computer system and instruct contractors accordingly. • Have experience and knowledge to question appropriately when taking repairs to correctly diagnose faults at first report • Escalate repair requests to pre-inspections where complexed in nature • Deal competently with enquiries surrounding existing repairs and liaise with both customers and contractors to problem solve • Allocate repairs to appropriate contractors in accordance with the process for selection • Monitor repairs inbox on daily basis • Raise confirmation orders for out of hours repairs and organise follow-on works • Update tenants on the progress of reactive, cyclical or planned works and arrange access for contractors • Assist with raising repairs for void properties and dealing with utility companies
Administrative Tasks	<ul style="list-style-type: none"> • Maintain property databases and spreadsheets • Maintain electronic filing for asset management inspections and projects • Maintain and update contractor's details • Ensure up to date records of tenant e mail addresses and mobile phone contacts is maintained • Assist with administration of pre and post inspections



Job Description

	<ul style="list-style-type: none"> • Assist with administration of repairs and maintenance programmes • Arrange appointments for Asset team members • Assist with administration of tenant safety compliance areas • Assist with the administration of cyclical and planned maintenance programmes • Give out keys to the Association's contractors and ensure their whereabouts is logged and monitored
Performance Management	<ul style="list-style-type: none"> • Input repair order completion dates and pursue uncompleted and late orders for further scrutiny by other team members • Forward unsatisfactory survey reports to contractors for responses • Generate audit reports for internal KPIs • Initiate the repair satisfaction survey, following job completions, either by text, telephone, or letter. • Run reports from electronic satisfaction surveys • Log all satisfaction responses onto computer system
Financial Control	<ul style="list-style-type: none"> • Check and authorise invoices in line with appropriate authorisation levels • Where necessary obtain quotations for minor works • Process rechargeable repairs • Run outstanding invoice reports and issue to contractors
Complaints	<ul style="list-style-type: none"> • Empathetically take customer complaints and log on complaint database • Problem solve and resolve complaints on the spot wherever possible to the satisfaction of the customer • Escalate complaints to other members of Asset team where required
Health & Safety	<ul style="list-style-type: none"> • Be able to take charge if someone falls ill or has an injury at work as the office first aider (training will be provided if required) • To carry out the relevant tasks as the office fire marshal and participate in office health and safety inspections (training will be provided if required)
General Duties	<ul style="list-style-type: none"> • Assist with any review of procedures and systems. • Provide general word processing and scanning support as required. • Provide cover for reception duties as and when required



Job Description

Ardenglen Housing Association will develop as an organisation to deliver its long terms aims. The developing direction and priorities of the Association will require flexibility and post holders will be required to respond to these within the scope of their job role.

Key Relationships

- Tenants and other customers
- Senior Housing Officer
- Senior Asset Officer
- Internal Teams
- Contractors

Special Conditions

- You may occasionally be expected to undertake activities out with working hour's e.g. training or critical incidents/emergency situations that may arise.
- To undertake training as necessary to maintain high standards in the quality of work as outlined in the Job Outline and Key Competencies and as identified in the personnel development process.
- Ensure you adhere to and are fully conversant with any Health & Safety regulations provided by the Association.
- To actively promote the Equality and Diversity Policy in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.
- The post holder must work in accordance with the Association's performance standards, core values and any instructions and/or training received.
- The Job Outline is indicative of the nature and level of responsibility associate with the post. It is not exhaustive, and the post holder may be required from time to time to undertake such other reasonable duties as may be required by their line manager, Chief Executive or Board of Management.



Person Specification

Criteria	Essential / Desirable	Assessed at
Qualification's / Driving		
Educated to National 5 level (or equivalent)	E	CV
Possession of or willing to work towards a relevant business administration qualification	E	CV /personal statement /Interview
Experience		
Providing frontline services to customers	E	CV /personal statement /Interview
Providing administrative support	E	CV /personal statement /Interview
Establishing and maintaining accurate records	E	CV /personal statement /Interview
Dealing with complaints and finding resolutions	D	CV /personal statement /Interview
Experience of repairs handling	D	CV /personal statement /Interview
Knowledge of social housing practice	D	CV/Personal Statement / Interview
Skills & Knowledge		
Excellent communication skills both verbal and written.	E	CV/Personal Statement / Interview
Competent in the use of Microsoft Office	E	CV/Personal Statement / Interview
Ability to work in small team and share workload	E	CV/Personal Statement / Interview
Ability to work flexibly & effectively plan workloads within set timescales	E	CV/Personal Statement / Interview
Good attention to detail and organisational skills	E	CV/Personal Statement / Interview
Ability to work on own initiative and under direction by others	E	CV/Personal Statement / Interview
Positive attitude and provide a good public image	E	CV/Personal Statement / Interview
Commitment to Ardenglen Values		
<ul style="list-style-type: none"> • Community & Customer Focussed • Accountable • Making a Difference • Innovative • Equal Access to Services for all • Treating our customers with respect 	E	CV/Personal Statement / Interview



How to Apply



To apply for this role, please submit a CV and covering letter to recruitment@ardenglen.org.uk detailing your skills and experience in line with the job description & person specification.

Thank you and good luck with your application.

