# cairncolJOB DESCRIPTION

# PROPERTY INVESTMENT ASSISTANT

**Department:** Investment

**Responsible to:** Property Investment Manager

**Main duties of the post:**

* To maintain the Association’s medical adaptations database and co-ordinate the submission/ receipt of Grant claims from Scottish Government and Local Authorities and arrange works via customer services teams, in line with approved budgets.
* To monitor, update and provide detailed statistical information on medical adaptations approved, proposed and undertaken for Scottish Housing Regulator ARC purposes. Provide the same information on Gas Safety Checks.
* To check lift/boiler reports received and ensure that any highlighted defects are forwarded to the Property Investment Officer for action.
* To maintain and update the Gas Servicing database and undertake appropriate procedural actions detailed within the Gas Safety procedure.
* To provide assistance to Property Investment Officers by dealing with customer queries relating to investment and cyclical projects.
* To co-ordinate tenant satisfaction surveys for both Property Investment works undertaken and also for gas safety checks carried out.
* To maintain and update the list of approved suppliers and the recording of Professional Indemnity Insurance information of contractors/ consultants
* To assist in the updating/maintenance of stock condition database and other records, as appropriate
* To provide assistance to the Investment Team in the production of Key Performance Indicator information.
* To provide administrative support to members of the Investment Team.
* Assist in identifying pre-void properties to enable any relevant works to be undertaken

**General:**

* Respond to queries from internal and external customers in relation to Investment Team activities.
* Assist in the production of statistical information in relation to Investment Team activities.
* Maintain and update the Association’s gas servicing register and other Investment team data/ registers.
* Maintain and update the list of approved suppliers and the recording of Professional Indemnity Insurance information of contractors/ consultants
* Assist Investment Team colleagues in dealing with Customer complaints and meeting timescales in line with the Customer Complaints Policy.
* Assist in gathering Customer Satisfaction surveys for Planned Maintenance works
* Assist in the production of material relating to the team’s proposed publicity events and updating of material to be placed on CHAT.
* Assist Property Investment Managers in carrying out audit checks on project files to assist in ensuring that procedures are being followed.
* Undertake training, as necessary, to maintain high standards in the quality of work outlined in the job description.
* Provide a high level of customer service when dealing with internal and external customers.
* Provide administrative support to the Investment team
* Adhere to the Association’s Health and Safety Policy.
* Carry out any other reasonable tasks as required.