

**Job Description**

**1.** **JOB DETAILS**

**Job Title:** Property Investment Assistant

**Location:** Edinburgh/Inverness

**Team/Directorate:** Property Services

**Responsible To:** Compliance Supervisor

**Responsible For:** N/A

# 2. JOB PURPOSE

To provide efficient and effective Customer Care and Administration Support to the Planned, Cyclical and Compliance Services within the Property Services Team. Support Gas & Electrical Safety compliance tasks for all Cairn stock. Liaise with customers in a helpful and friendly manner ensuring a high level of customer satisfaction and provide support for the Customer Services and Cairn Connect teams where required.

### 3. KEY RESULT AREAS/PRINCIPLE DUTIES AND RESPONSIBILITIES

* Support Gas & Electrical Safety compliance and undertake appropriate procedural actions detailed within the Gas & Electrical Safety Procedures. Work closely with Maintenance, Tenancy colleagues and external gas contractor to ensure 100% compliance. Ensure all information is updated on the Compliance Module within PIMSS.
* Monitor lift, domestic gas boiler servicing (CP12), commercial gas plant room service, fire alarm, firefighting equipment, electrical inspection compliance report (EICR), insurance, end of defects inspection, asbestos, legionella or appropriate reports received and ensure highlighted defects or advisory noting are forwarded to the Property Investment Officer for action and accurately record/update the data within relevant database or document management systems.
* Monitor, update and provide detailed statistical property performance information, including Gas Safety, for the Scottish Housing Regulator Annual Return on the Charter (ARC) and work with the Investment Programme Manger & Asset Data Officer/Compliance Supervisor to collect other statistical information required to support the collection of statistical returns and to provide KPI information in relation to planned, cyclical and compliance programmes to provide performance information on contractors performance and statutory compliance.
* Co-ordinate tenant satisfaction surveys for Planned and relevant cyclical works undertaken and also in relation to domestic gas servicing and repairs carried out and ensure the results are entered onto Groups Strategic project management portal (Clearview) for reporting purposes
* Deliver an efficient administration support service within the (team) to provide excellent customer service. Deliver efficient and effective administration support to the Property Services team including effective document and system management in line with Group’s Policies and Procedures in order to facilitate the delivery of the Asset Management Strategy and Key objectives
* Assist the Property Services Team in processing invoices and perform effective data management to assure budget monitoring and recording of spend is accurate and up to date.
* Understand customers’ requirements in respect of Gas & Electrical Safety and Property Services Investment Works.
* Assisting on the maintenance of Partnership working across the Group to ensure collaborative working and consistency of Service providing occasional but regular support cover for the Customer Contact Centre.
* Deliver services to meet our agreed KPI’s, Service Standards, Service Level Agreements and legislative requirements.
* Maintain and update Stock Condition Information (PIMSS) to ensure data is accurate and influences future programmed investment plans. Arrange surveys by communicating with customers and make suitable appointments for Officers in the execution of Inspections. Ensuring the integration of stock information is consistently applied across relevant system modules.
* Ability to communicate with internal and external customers effectively and efficiently to ensure information is received and passed accurately. Undertake minute taking duties and making necessary arrangements for facilitating formal meetings to provide efficient administrative support.
* Contribute to and participate in team meetings to ensure priorities are agreed in order to support the effective delivery of New Build, Planned and Cyclical Investment Programme.

**3.2 Key Performance Indicators**

**Support the property investment team to meet the essential KPIs;**

* Timely communication with tenants to deliver services and investment.
* Ensure 100% of Gas Safety checks are carried out on time.
* Provide weekly report on Capped Gas Supplies.

# Meeting the agreed timescales for planned repairs & investment

* Ensuring a qualified person or contractor undertakes a repair.
* Ensuring the Group’s Service Standards are applied.
* Provide monthly performance information for KPI Reporting.
* Tenant Satisfaction returns and responses.

# 3.3 Key Contacts – Internal & External

* Direct Customers, for all general advice support and monitoring of a tenants needs.
* Customer Services, Finance Services colleagues
* Local Authorities, for joint working projects, such as obtaining building warrants.
* Occupational Therapists
* Other External Partners, for joint working on specialist projects.
* Home owners and Factoring Services customers, when dealing with boundary enquires and communal issues or where the Group acts as Factor.
* Police, when undertaking forced entry or reporting illegal activity.
* Social Services, when giving assistance to meeting our customers’ needs
* External services, such as Scottish Water or the National grid (Transco) when reporting issues that are not the responsibility of the Association but are in direct relation to the safety or repair of our housing stock.
* Trades personnel, on a regular basis, when arranging access.
* Contractors, on a regular basis, to pass information relating to instructions.
* Suppliers, on a regular basis, to order or check the status of an order
* Internal groups across the Association, on a regular basis, to pass and receive information

# 3.4 Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
* Comply with safe working practices as defined by Cairn Housing Group
* Complete online training as and when required
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
* Report any accidents, incidents or near misses as soon as reasonably practicable.
* Assist in maintaining the Health & Safety data base for the internal team
* Fire alarm testing a record keeping
* Gas Servicing adherence to legislative timescales.

# 3.5 General

* Be aware of and adhere to Cairn Housing Group policies at all times
* Take part in progress/performance reviews throughout the year
* Cooperate with other Cairn Housing Group departments
* Attend training courses and complete online training modules as required to meet the requirements of the post
* Take responsibility for own personal development, seeking out opportunities to learn new skills
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

**3.6 Other**

* Apply the Cairn Housing Group values and behaviours to every aspect of the role at all times
* Promote and maintain the brand standards of Cairn Housing Group

• Adhere to the codes of conduct expected of a Cairn employee

**Property Investment Assistant**

**Person Specification**

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| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training | Recognised Administration/Repairs qualifications or 2 years’ experience working in an admin role with experience of property services.  Competent in the use of spreadsheets.  Microsoft Office 365 applications Excel, Word and Power Point. | Knowledge of IT systems pertaining to this role;  PIMMS  Open Housing  Sharepoint  Learnpro  CXM  To have knowledge of or to have achieved qualifications in-  IOSH  CDM 2015  Gas Safe level 2  Electrical safety Awareness  Fire safety Awareness  Management of Asbestos  Legionella management  Water bylaw awareness  GDPR  Lone Working  Energy Performance of a home  Scottish Housing Quality Standard |
| Experience | Demonstrable 1-2 years’ experience working within an office environment and part of a busy team.  Extensive experience in co-ordinating Gas Safety Compliance and planned maintenance programmes  Have good telephony and letter writing skills. Experience in providing administrative support to a team. To have an understanding and knowledge of repairs and maintenance.  Substantial experience of Microsoft Office particularly Word and Excel  Substantial experience of providing a support/administrative service |  |
| Knowledge | Have an awareness of;  Substantial knowledge of repairs and maintenance policies and ability to follow a standardised process.  Significant ability to understand key principles of Gas Safety Compliance | To have knowledge of or to have achieved qualifications in-  Gas Safe level 2  IOSH  CDM 2015  Electrical safety Awareness  Fire safety Awareness  Management of Asbestos  Legionella management  Water bylaw awareness  GDPR  Energy Performance of a home  Scottish Housing Quality Standard |
| Skills | Advanced communication skills, both spoken and written.  Developed organisational skills, manage own workload  Analytical thinking and problem solving  Takes ownership of a situation.  Developed ability to provide detailed statistical and analytical information which is accurate and well presented.  Advanced IT literacy, particularly in MS office applications including Word and Excel  Highly developed numeric skills and the competent ability to use and develop spreadsheets.  Developed ability to assess, prioritise and organise workloads effectively, to work under pressure and meet deadlines  Ability to communicate effectively with a wide range of customers, including tenants, contractors, colleagues, sheltered housing staff and voluntary agencies, verbally, by telephone and in writing.  Good interpersonal skills to build and maintain working relationships and work as part of a team | Ability to monitor own performance against targets and apply continuous improvement practices.  Familiarity with specific housing maintenance information systems |
| Personal attributes | Teamwork - co-operates with others and is able, where appropriate, to complement the roles of others by taking on the role of leader, peer or subordinate.  Compliance - adheres to policies and/or procedures, or seeks approval from the appropriate authority before making changes  Decisiveness - exhibits a readiness to make decisions, render judgements, take action or commit oneself  Vitality- maintains a high activity level, is enthusiastic, motivated and energetic  Oral Communication - expresses thoughts effectively and convincingly, using appropriate verbal and non-verbal behaviour to reinforce the content of the message  Written Communication - express thought in writing in a grammatically correct, well-organized and well-structured manner  Handling Feedback - able to handle feedback and use feedback with positive outlook to improve performance  Conscientiousness – conscientious in daily work ensure Association values are met. | Personal Impact - creates a positive first impression, commands attention and respect, and is socially confident  Following Through -establishes procedures and monitors the progress and results of plans and activities to ensure that goals are achieved |
| Additional requirements | Flexible working to suit the business needs  Attend events outside of the main office  Willing to work with minimal supervision.  Willing to undergo training as determined by Cairn Housing Group |  |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**

**Post Holders Signature: Date:**

**Managers Signature: Date:**