

Job Profile

Job Title: Administration Officer

Grade: Scale 3

Job Purpose

To be responsible for providing administration support to the Technical Services Division to ensure the delivery of an efficient, profitable and compliant running division.

Key Accountabilities

- To provide general administration and financial support to the Technical Services Division in conjunction with monitoring and co-ordinating all aspects of the everyday running of the office to include recording flexi time and annual leave, purchasing office stationary, organising the designing and printing of company literature etc
- To provide excellent customer services when dealing with the administration of formal and informal complaints, customer satisfaction surveys and when assisting with tenant choice events and information days.
- To follow a 'No Access' procedure of phone calls and letters for access to properties needing gas servicing, to administer door knocks and taping to properties to access for gas servicing and to convert and store gas safety records on the company's shared computer drive.
- To provide information to the Asset Management team on Stock Condition and update the Asset Management systems.
- To provide assistance in the production of major strategies and policies within the division.
- To manage the defect and retention procedure and to co-ordinate pre-planning retention inspections.
- To assist in the operation and development of computerised systems including internet and intranet sites.
- To monitor and update Lettings/ Right to Buy/Voids and Pre-Voids lists
- To monitor the planned maintenance programme and update and amend the capital improvement works programme.
- To serve Legal paperwork on customers and prepare case files for Legal action
- To collate and produce performance information within the division