



ADULLAM HOMES HOUSING ASSOCIATION LIMITED

JOB DESCRIPTION

LOCATION Birmingham

OUR MISSION STATEMENT “Restoring hope and dignity through quality housing and support”

OUR VALUES Valuing the Individual
Integrity and Fairness
Striving for Excellence

ASSOCIATION Adullam Homes provides quality accommodation and support through an organisation motivated and informed by Christian principles.

JOB TITLE Maintenance Administrator

SALARY £15,357 - £17,703 (Scale Point 13 – 19)

RESPONSIBLE TO Head of Asset Management

SUPERVISED BY Maintenance Surveyor

1.0 Main Purpose:

- To provide a comprehensive maintenance led administration support service in line with the Association’s Policies and Procedures.
- To contribute to a comprehensive multi-skilled and professional maintenance administration service.
- To assist the Maintenance Surveyor and Voids Co-Ordinator in a variety of administration duties and documentation functions.
- To have a flexible approach to provide a generic ‘desk-top’ function across all our work areas, as directed and instructed by the Head of Asset Management.
- To support and assist in monitoring and maintaining the associations Service Contracts and property database.
- To provide administration support for the Voids Co-ordinator, under the direction of the Maintenance Surveyor

2.0 KEY RESPONSIBILITIES:

- To provide administration support of the Association's Asset Management Strategy and Stock Condition database by providing a 'desk-top' input analysis of property elements to ensure that the database is consistently updated.
- Receive and respond to a variety of telephone messages from Residents, Contractors and Staff.
- To support and provide general administration and 'rota' duties as requested.
- Log requests for repairs from staff and residents using the Adullam Repairs and Maintenance system [Open Housing].
- Generate all work orders and issue within standing orders authorisation levels.
- Liaise and challenge contractors to ensure work orders issued are dealt with efficiently and effectively and within the target date.
- Assist with monitoring and updating the voids process with the Maintenance Team to ensure that the association's targets are challenged and consistently achieved.
- To assist the Maintenance Team to maintain records and documentation in accordance with Adullam Policies and Procedures.
- Within standing orders authorisations process invoices on the Repairs and Maintenance system to enable 'matching for payment'.
- To assist and support the Head of Asset Management in the administration processes of compiling reports and documentation.
- To assist The Head of Asset Management with monitoring contractors' performance.
- Under specific direction to visit sites/properties as required.
- Develop a working knowledge of the associations policies and procedures, particularly as they relate to the maintenance function.
- Produce high quality business documents and letters using word processing packages
- Assist with handling incoming mail and preparation of outgoing mail as requested.
- Attend staff meetings and participate as required.
- Identify and order office supplies as required in the maintenance department.
- Carry out research as required for the Maintenance Team.
- Establish and maintain proactive liaison throughout the association

3.0 Health And Safety

- To be aware of the policies of the association, to ensure that such policies are carried out and good practice is maintained.
- To ensure all contractors comply and demonstrate safe working practices at all times while undertaking works for Adullam.
- To ensure all service contract certificates, fire risk assessments, and any related health and safety documentation are kept in good order and remain readily accessible.

4.0 Personal Responsibilities

- Actively contribute to the overall development of the association by using individual skills, strengths and abilities.
- Develop and maintain excellent and effective communication links with residents, including attendance at resident's meetings, road shows or other events as requested.
- To familiarise and actively input data on the Repairs and Maintenance system as part of daily duties and as required.
- To actively promote and support Equality and Diversity Policy
- Attend approved and selected training as and when required.
- Undertake any other reasonable duties requested by the Head of Asset Management or Maintenance Surveyor.

PERSON SPECIFICATION:
MAINTENANCE ADMINISTRATOR [Birmingham]

A	Personal Qualities	Essential	Desirable
1.	Ability to assume a heavy and increasing workload, work under minimum supervision, i.e, respond efficiently and effectively to demands of work.	✓	
2.	Ability to respond sympathetically and fairly to the needs of our projects or residents and relate to the variety of individuals.	✓	
3.	Willingness to play a full and active part in the development of the Association and, in particular, assisting in the 'Continuous Improvement' of standards and delivery in all aspects of the Asset and Maintenance Strategy and Stock Investment programs.	✓	
4.	Must continually aspire to achieve high standards and personal integrity	✓	
5.	Able to play a full and supportive role within a national maintenance team	✓	
6.	Must be a team player, able to be willing, supportive and flexible.	✓	
7.	Have a proven good time keeping and attendance record	✓	
8.	Can maintain confidentiality	✓	
9.	Excellent interpersonal skills		✓
10.	Good communication skills [written and verbal]		✓
11.	Must be able to work within the Christian ethos of the Association.	✓	
B	Qualifications/Experience	Essential	Desirable
12.	A minimum of 1 years experience of administration in a maintenance orientated environment		✓
13.	Experience of working within a Housing Association or Local Authority delivering maintenance services		✓

14.	Experience of processing and progressing work orders and invoices		✓
15.	Willingness to develop and learn new skills and attend training events as required	✓	
C	Knowledge, Skills & Understanding	Essential	Desirable
16.	Able to demonstrate a basic knowledge of general building components and terminology		✓
17.	Understanding the importance and use of a stock condition database		✓
18.	Ability to use a variety of software packages- ie; word, excel, databases, outlook.	✓	
20.	Ability and aptitude to learn & embrace new practices & procedures, combined with logical approach to work & problem solving.		✓
21.	Able to extract data and present in a meaningful manner		✓
22.	Able to record information and file documents accurately	✓	
23.	Willingness to 'desk-top' cover, support and interact with all operational regions as need arises.	✓	
24.	Willingness to occasionally to travel to meetings, seminars, road shows etc as required	✓	