****

**JOB OUTLINE**

**JOB TITLE :** **ASSET MANAGEMENT ASSISTANT**

**SALARY :** **£16,075 - £25,683 per annum**

***Total leave 34 days rising to 39 days after 5 years***

***36 hour week***

***Flexi-time Scheme***

***Defined Contribution Pension Scheme***

***Optional Benefits***

***Private Health Care***

After completion of probationary period

***Gym Membership [subsidised]***

## MAIN OBJECTIVES of the POST

* 1. External and internal customer service is paramount. The postholder is responsible for ensuring high quality support is provided to all internal and external customers and stakeholders.
  2. To provide a full and comprehensive administrative support to the Asset Management team.

### ACCOUNTABILITY

2.1 To the Almond Housing Association’s Repairs Manager on a day to day basis. Accountable to the Board of Management through the Head of Asset Management and Chief Executive.

### PRINCIPAL DUTIES

3.1 Provide first class customer service at all times to ensure that Almond Housing Association meets and endeavours to exceed customer expectations.

3.2 Proactively manage relationships internally and externally.

3.3 Constantly portray a professional image to colleagues and customers in person and in all communications.

3.4 Promote and foster a strong, ethical, friendly and efficient team culture and working environment.

3.5 Respond to customers enquiries in a timely and professional manner, in accordance with Almond’s policies and procedures focussing on the provision of excellent customer service at all times.

3.6 Update and accurately record information relating to the Asset Management service on property management database, processing data from the computerised system, using word processing and spreadsheet packages as required.

3.7 Recording, ordering and processing repair reports and works orders, invoices, investigating delays, repair histories and the progress of repairs in an efficient and effective manner.

3.8 Process documents in accordance with policies and procedures.

3.9 Produce performance reports in respect of Asset Management performance.

3.10 Process valuations in respect of completed repair work in accordance with policies and procedures.

3.11 Provide general administrative support to the Asset Management team.

### AREAS OF RESPONSIBILITY

4.1 Comply with Almond’s Health & Safety Policy, reporting matters of concern to your line manager / staff safety officer.

4.2 Comply with Almond’s Code of Conduct.

4.3 Actively promote Almond’s Equality & Diversity Policy and practice in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and agencies.

4.4 Contribute constructively to team meetings and the achievement of team objectives.

4.5 Ensure the Asset Management service is delivered confidently, supportively and in a consistent manner.

4.6 Ensure that all customer contacts are prioritised and concluded satisfactorily.

4.7 Such other relevant duties as may be determined from time to time.

### RELATIONSHIPS

5.1 Fellow team members

Other departments

Tenants

Contractors

Local Authorities

July 2018