

**BUIDHEANN TIGHEADAS LOCH AILLSE AGUS  
AN EILEIN SGITHEANAICH LTD  
LOCHALSH AND SKYE HOUSING ASSOCIATION**

## **JOB DESCRIPTION**

- 1. POST TITLE:** **PROPERTY SERVICES ASSISTANT (PART-TIME)**
- 2. GRADE AND SPINAL POINTS:** Professional & Administrative Grade 4, Points 9 -12
- 3. RESPONSIBLE TO:** Technical Manager
- 4. RESPONSIBLE FOR:** N/A
- 5. JOB PURPOSE**
  - 5.1 To contribute to the efficient and effective delivery of the Association's Property Services functions in accordance with the policies and procedures of the Association and statutory requirements.
- 6. MAIN DUTIES**
  - 6.1 To deal with day to day enquiries regarding property services issues and take appropriate action.
  - 6.2 To record repairs, maintenance and factoring information.
  - 6.3 To maintain filing systems in paper-based and digital formats.
  - 6.4 To provide general typing and word processing functions.
  - 6.5 To issue instructions and job orders in accordance with agreed policies and procedures.
  - 6.6 To issue defects orders in accordance with agreed policies and procedures.
  - 6.7 To analyse and collate data in respect of repairs/defects orders, contractors' performance, costs and voids.
  - 6.8 To issue, receive and log all keys in accordance with agreed procedures.
  - 6.9 To assist in the administration of Change of Tenancy procedures.
  - 6.10 To instruct and provide information to Finance Services in the preparation of invoices in respect of rechargeable repairs.
  - 6.11 To prepare and issue insurance claims forms in as far as they relate to repairs, maintenance and factoring functions.
  - 6.12 To assist in the maintenance of the Contractors and Consultants Frameworks in accordance with agreed procedures including the maintenance of the Contractors/Consultants professional indemnity insurance register.

- 6.13 To assist in the administration of the Estate Management Policy.
- 6.14 To assist in the efficient and effective administration of the Association's Planned and Cyclical Maintenance programmes.
- 6.15 To assist in the carrying out of surveys in respect of the Association's Asset Management Strategy and to collect, collate and analyse information relating to this.
- 6.16 To assist in the effective and efficient maintenance of the Association's Asset Management databases.
- 6.17 To collect, collate and analyse information relating to the Property Services function, performance against targets and customer satisfaction.
- 6.18 To contribute to the regular review of the Association's Property Services policies and procedures and to ensure compliance with these.
- 6.19 To liaise with Technical Services staff on outstanding repairs to ensure targets are met, including cyclical maintenance programmes of work.

## **7. GENERAL**

- 7.1 To maintain adequate and accurate records and systems to ensure the effective and efficient delivery of the Property Services function and to provide verbal and written reports as required.
  - 7.2 To attend and where necessary represent the Association at meetings with external organisations and individuals.
  - 7.3 To attend meetings of The Board or designated Sub-Committee as required.
  - 7.4 To undertake such additional activities related to the Association's Property Services function as may be delegated from time to time.
  - 7.5 To assist in ensuring the Association meets agreed Performance Standards in relation to the delivery of Property Services function.
  - 7.6 To contribute to the general development and wider activities of the Association as a member of the staff team and to act at all times in the best interests of the Association.
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**PERSON SPECIFICATION**

<b>POST TITLE: PROPERTY SERVICES ASSISTANT</b>		<b>GRADE: 4</b>	
<b>KNOWLEDGE</b>			
	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	
Information Technology Applications, in particular Microsoft Office	✓		
Housing and Property Maintenance Issues	✓		
Housing Associations		✓	
Health & Safety Issues	✓		
Data Protection Issues	✓		
<b>EXPERIENCE</b>			
Microsoft Office / IT Proficiency	✓		
Report/Letter Writing	✓		
Use of Spreadsheets and Databases	✓		
Dealing with Customers	✓		
Complaints Handling	✓		
Minute Taking	✓		
<b>SKILLS AND ABILITIES</b>			
Initiative	✓		
Excellent communication skills (written, oral and IT)	✓		
Self Motivation	✓		
Self Organisation of Tasks and Workload	✓		
Excellent Administrative Skills	✓		
<b>TRAINING &amp; EDUCATION</b>			
Minimum 3 Standard Grades or SVQ Level III	✓		