



Job Description

The Role:	Asset Contracts Coordinator
Department:	Asset Management
Responsible to:	Cyclical Maintenance and Compliance Manager
Salary:	£20,895.60 per annum
Purpose:	<p>Monitor servicing contracts for our housing stock and commercial buildings ensuring contractual compliance, accurate data and servicing / inspection records, high levels of customer service and that legislative requirements and company Policies and procedures are followed and the needs of the business are met. Provide a high quality administration service to the Asset Management team to include written communication to customers; telephone support for the team; minute taking, filing and any other administrative duties.</p> <p>Update and maintain the asset management database and other information databases to ensure that they are up to date, regularly audited and fit for purpose producing operational and management reports from the databases as required.</p> <p>Enable communication with customers, staff and contractors on the asset management databases including programmed works, cyclical work and response repairs.</p>

Key Responsibilities:

- Monitoring of servicing contracts to ensure contractual compliance, accurate data and servicing records and high levels of customer satisfaction as laid out by company policies, procedures and legislation. (Technical compliance advice will be provided by the Asset Management team)
- Undertake contract administration of contracts, authorise spend against set budgets and report back on compliance and customer satisfaction to the Cyclical Maintenance and Compliance Manager.
- Ensure compliance in all areas of Asset Management ensuring changes to legislation are adhered to, service visits are completed on time, accurate paperwork is received, and internal databases are maintained.
- Defects noted as part of servicing visits where remedial works are identified and raised with contractors as required.
- Provide operational and management reports.
- Ensure contract payments are in line with contracted prices.
- Produce Key Performance Indicators and project specific information.
- Responsible for the updating and maintenance of the asset databases, the entry of stock condition data and any information that relates to the planned maintenance programme e.g. refusals, valuations etc.
- Audit the data held with the asset databases and perform quality checks on a regular basis.
- Co-ordinate and produce correspondence and updates to customers.



- Monitor and liaise with all aspects of customer satisfaction processes.
- Raise and monitor Purchase Orders for the Asset Management Team.
- Produce letters, agendas and departmental/customer promotion material.
- To arrange, chair and minute contract meetings with contractors to ensure required outcomes are achieved.
- Take responsibility for filing and general administration duties as directed.
- Production of procedures and to ensure that all work areas are covered by up-to-date procedures.
- Provide cover within the Asset Management team during periods of holidays / sickness.
- Deliver high levels of customer service.
- To carry out job specific support work as directed by your line manager.

Person Specification

Essential Requirements:

Qualifications

- GCSE Grade 4 or equivalent qualification in Mathematics and English plus 3 other relevant GCSEs at grade 4 or above.

Relevant Experience

- Experience of working in a customer focused environment.
- Experience of working with IT software – in particular MS Word, MS Excel and databases.
- Experience of liaising and communicating verbally and in writing with different stakeholders, specifically customers and contractors.

Skills & Knowledge

- Good interpersonal communication skills.
- Ability to cross work with other members of staff.
- Demonstrable ability to use standard word-processing, spreadsheet and messaging software such as MS Word, Excel and Outlook and databases such as MS Access, Keystone, ROCC, Academy or similar.
- Ability to work without supervision and manage own programmes of work.

Customer Service

- To understand the diverse needs of our customers and to be able to deliver the service around this.

Working With Others

- Ability to build and sustain effective working relationships with all stakeholders, specifically customers, colleagues and contractors.



Personal Effectiveness

- Ability to work under pressure, prioritise workloads and meet performance targets.

Communication

- Ability to communicate clearly and concisely, both orally and in writing for a wide range of audiences including customers, work colleagues and contractors.

Financial & Business Awareness

- Ability to follow company policies and procedures and to develop a broad understanding of the financial implications of the Asset Management operations.

Legal Compliance

- Confidentiality and have an understanding of Data Protection issues.
- Knowledge and understanding of Housing Associations and their regulatory environment helpful, but not essential.
- Ability to learn and understand the legislative framework surrounding Planned Maintenance, Decent Homes Standards and Asbestos.

Desirable Requirements:

- Knowledge of housing.
- Knowledge of construction and property repair terminology
- European Driving Licence qualification or equivalent IT qualification.
- NVQ level 3 in Business Administration or equivalent desirable.

Additional Requirements

- To work in accordance with NDH Policies & Procedures and comply with NDH's Staff Handbook
- To undertake additional tasks such as reasonable within the scope and grade of the post
- To uphold North Devon Homes' Company Values.
- To act professionally & with integrity at all times and lead by example.
- To actively promote Health & Safety at work and in and around the Company's properties.
- A commitment to continued professional development.