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| **ROLE** | Factoring Administrator  Within the Estates & Factoring Team  As part of the Technical Section | **GRADE** | EVH 5 |
| **REPORT TO** | Estates and Factoring Manager | **DATE COMPLETED** | March 2024 |
| **CORE RESPONSIBILITIES**  Commitment to enhanced customer service through the provision of quality advice, information and support to residents and the community as a primary point of contact and administrative support for GWHA’s Property Factoring subsidiary Glasgow West Enterprises Ltd. Proactive communication, maintaining comprehensive and accurate records, reporting and administrative systems. Engaging in effective, appropriate and professional conduct, including cross-team working with a view to improving services, performance, and the protection of buildings and neighbourhoods. Operational day to day reporting to the Estates and Factoring Manager. Accountable through Technical Director and Chief Executive to the Management Committee. | | | |
| **KEY TASKS:**   1. Front-line customer service role and contact for enquiries (via email / telephone / reception / drop-in surgery events / HO Meetings / HO Conference) in relation to common repairs and property factoring services. 2. Providing HO with support and advice in relation to accessing our services; and their own responsibilities as a home-owner (reflecting the Written Statement of Services, Title Deeds and Deeds of Conditions etc). 3. Assisting with the collation of information, data checking, and preparation of quarterly factoring invoice run, preparation of reports, issuing of invoices and statements; and HO support with subsequent enquiries. 4. Providing administrative, assistance and support in the delivery of major repairs / investment projects, including take and collating meeting notes, and taking ownership of any follow up queries. 5. Assisting with initiatives associated with the GWEn business Plan, and associated Governance obligations. 6. Liaising with prospective Lease holders regarding commercial premises, including property viewings. 7. Administrative support to any acquisition processes / house sales / performance and compliance reporting. 8. Flexibility to attend and represent GWEn at residents and other stakeholder meetings, including some early evening events. 9. Contributing to newsletters, annual report and other corporate publications. 10. Administration / follow up actions resulting from Customer Satisfaction feedback / complaints handling. 11. Supporting wider services delivery of GWHA objectives through adhoc support to other teams (including Technical / Estates / Repairs and Frontline Services). | | | |
| **SCOPE: Towards 2028: Shaping Thriving Communities:**  A member of the Technical Division with current role in the Estates and Factoring Team. Actively assisting and supporting the delivery of Factoring Services, with a focus on customer service excellence and best value services, actively assisting and supporting the delivery of robust asset management, procurement and sustainability strategies. Flexibility and scope of role to reflect organisational priorities, change, and progress towards 2028 vision. | | | |

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| **COMPETENCIES** | |
| Team Working | Proactively engages with others to ensure accurate and comprehensive information is shared.  Actively contributes to, and participates in, team discussions and activities.  Promotes and engages in positive team work, respecting the contribution of others.  Displays a willingness to assist, support and mentor other members of the Team.  Highlights issues of importance and keeps team appraised on matters of common interest.  Comfortable with lone working and displays awareness of personal safety and risk.  Uses initiative and generates ideas. |
| Knowledge | Awareness of the housing sector, its wider environment and the changing role of RSLs.  Professional knowledge, specialism and competence to reflect core responsibilities and scope of role. |

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| Professionalism | Operates within the framework of policies and procedures and actively contributes to the review and delivery of same.  Displays willingness and enthusiasm in carrying out responsibilities and tasks.  Commitment to change, continuous improvement, learning and best practice.  Awareness of personal strengths and limitations and seeks support, assistance and intervention as appropriate. |
| Customer service | Embraces a culture of quality, responsive customer service and engagement.  Provides accurate and appropriate advice, information, assistance and support to external and internal customers and stakeholders.  Mitigates complaints through successful service delivery and interaction. |
| Interpersonal | Self-motivated, performance driven, flexible, reliable, adaptable and sociable, demonstrating self-confidence, initiative and drive to ensure common goals are achieved.  Willing and enthusiastic about outdoor working in all weather conditions.  Comfortable with lone working |
| Organisational & analytical | Ability to analyse situations and respond with appropriate action.  Effectively plans and prioritises work to deliver expectations, achieve high quality and strong performance.  Ability to analyse and interpret data  Accuracy and attention to detail Responsive to changing demands. |
| Communication & ICT | Displays confidence and professional rapport with internal and external customers.  Effective communication, language and letter writing skills.  Effective contribution and input to reports, newsletters and corporate publications.  Proficient ICT skills: Outlook, Word, Excel, PowerPoint |
| Vision & values | Embraces and promotes GWHA’s Code Of Conduct and values: **Inclusive, Considerate, Accountable, Resourceful, and Ethical;** promoting equality, value, diversity and sustainability to ***Shape Thriving Communities.*** |