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| **GWHA: ROLE PROFILE** | | | |
| **JOB TITLE** | Estate Services Administrator | **GRADE** | EVH Grade 4 |
| **REPORT TO** | Facilities Coordinator | **DATE COMPLETED** | Sep 25 |
| **CORE RESPONSIBILITIES**  Commitment to enhanced customer service through the provision of quality frontline advice, information and support to residents and the community. Maintaining comprehensive and accurate records, reporting and administrative systems. Engaging in effective, appropriate and professional conduct. Delivering high standards of performance. Routinely reporting to the Facilities Coordinator / Estates & Factoring Manager. Overall responsibility to the Technical Director. Accountability through the 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), including liaising with tenants, private homeowners, other RSLs and partner agencies as required. 2. Maintaining and updating electronic records and control sheets, including Estate Management records, tenancy and Property Management databases. 3. Taking ownership of service enquiries and liaising with other staff, contactors, agents and partners. 4. Administration / follow up actions resulting from Customer Satisfaction feedback / complaints handling. 5. Support routine Estates and Facilities Services functions, including concierge counter duties / inspections. 6. Assisting in collation of statistical data for reporting purposes, including monthly KPI monitoring, Management Committee, and annual performance returns. 7. Leading on administration of parking policy, management, and supporting lock-up inspections. 8. Assisting with the production and distribution of publications such as newsletters, and information leaflets. 9. Assisting with the development and delivery of Estate Services and wider role initiatives including promoting of GWHA services and proactively engaging with customer groups and participating in community events. 10. Flexibility to attend and represent GWHA at residents and other stakeholder meetings, including some early evening events. 11. Supporting wider services delivery of GWHA objectives through adhoc support to other teams (including Technical / Factoring / Repairs and Frontline Services). 12. Complete induction and personal development programme / course as appropriate. | | | |
| **SCOPE: Towards 2020/2028: Shaping Thriving Communities:**  A member of the Technical Division within the Estates and Factoring Team. Actively assisting and supporting the delivery of Estates and 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 teamwork, 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 outdoor 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.  Appropriate knowledge and specialism to reflect core responsibilities and scope of role. |
| 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.  Willing and enthusiastic about outdoor working in all weather conditions. |
| 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, flexible, reliable, adaptable and sociable, demonstrating self-confidence, initiative and drive to ensure common goals are achieved. |
| Organisational & analytical | Ability to analyse situations and respond with appropriate action.  Effectively plans and priorities work to deliver expectations, achieve high quality and strong performance.  Ability to analyse and interpret data with 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.*** |

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