

**PARAGON HOUSING ASSOCIATION
JOB DESCRIPTION**

JOB TITLE	DEPARTMENT
Assistant Estates Officer	Housing Manager
GRADE	RESPONSIBLE TO
Grade 6	Estates Officer
STAFF RESPONSIBLE FOR	POST CONTROL NUMBER
N/A	

Section 1 : Main Objectives of Post

The Estates Assistant will contribute to the delivery of an efficient and effective service in respect of factoring and estate management.

Section 2 : Accountability /Responsibility

The Estates Assistant will

- Report to the Estates Officer
- Deputise for the Estates Officer
- Contribute to the delivery of the estate management and factoring services
- Will support the Estate Officer and the Maintenance Officer to ensure the effective service delivery
- Will provide support and advice to other staff in relation to the estate management & factoring role
- Work flexibly and will provide cover for other Housing Management staff as directed

Section 3 : Values & Behaviours

- To put customers at the heart of the service
- To promote equality and embrace diversity
- To work in a co-operative and professional manner
- To undertake personal & professional development activities such as attending training and conferences
- To actively take part in organisational development activities to ensure that the organisation is constantly improving and delivering a good value for money service
- To positively represent the values of the organisation internally and externally
- To support colleagues across the organisation to deliver organisational objectives

Section 3 : Principal Duties

This is not a definitive list and may be subject to change in line with business requirements.

a. Performance Management

- To contribute to meeting team performance management targets
- To ensure the Estates Team consistently achieves performance management targets
- To contribute to the development of performance systems to ensure effective reporting of performance
- To contribute to monitoring and reporting on team performance and to make suggestions on improvement measures

b. Team Role & Development

- To work within the Team to implement a team action plan and work schedules
- To contribute to the delivery of training to colleagues on estate management and factoring issues

c. Service Delivery

- To provide a visible on site presence and ensure a good standard of estate management including taking proactive steps where standards are not being met
- To ensure that health and safety standards and requirements are met
- Take appropriate tenancy enforcement action as required
- Liaise with other stakeholders on actions relating to non Association properties and wider environment
- Identify estate and property defects and diagnose and order minor repairs or refer to technical officer for guidance/inspection
- Post inspect minor repairs for quality
- To process rechargeable repair accounts where appropriate
- To undertake regular estate management inspections are completed, recorded and actions taken
- To deal with enquiries from service users and other stakeholders on estate management issues (including queries on owners charges) including recording these, taking and recording appropriate action (including raising repairs on the housing system), outcomes monitored, customers advised of outcomes.
- Carry out visits and inspections in relation to tenancy changes
- Carry out accompanied viewings with prospective tenants
- To deal with Alteration to Property requests
- To implement the Association's complaints policy as required including recording and making direct responses to complaints
- To implement the Association's Factoring Policy & Procedures
- To contribute to the preparation of accurate factoring accounts and ensuring issued on time
- Provide advice to owners on all aspects of the factoring service and owners

<p>charges including insurance</p> <ul style="list-style-type: none"> • Ensure factoring & owners records are accurate and kept up to date including register of insurance cover • Support debtor control measure through provision of timeous reports and effective liaison internally and externally.
<p>d. Strategy & Policy Development</p> <ul style="list-style-type: none"> • Take part in strategy and policy reviews as required • Make suggestions for improvements to policies, procedures and practices • Contribute to the regular review the Written Statement of Service • Contribute to the maintenance and development of the Association's Staff Factoring Manual
<p>e. Resident Liaison / Participation / Partnership Working</p> <ul style="list-style-type: none"> • Contribute to the development of effective consultation strategies in relation to estate management & factoring • Record satisfaction with the service and contribute to the developments of improvement plans in respect of feedback • Consult with tenants and residents on matters affecting them • Liaise effectively with external agencies and represent the Association in external forums • Produce information for tenants and owners in a variety of formats including material for the Association's web site
<p>Section 4: Professional Standards</p> <ul style="list-style-type: none"> • To demonstrate a strong understanding of Association policies and procedures • To work on own initiative and resolve operational issues with minimal supervision • Provision of advice and support to other staff to achieve this • To recommend improvements to policies and procedures
<p>Section 5: Other</p> <ul style="list-style-type: none"> • To attend meetings and call out incidents out of hours as required • To carry out any other reasonable duties as required by the Association