



Job Description

Job Title:	Property Services Administrator Part Time, 3 days per week - 21 hours Wednesday-Friday (preferred)
Department:	Property Services
Normal Work Location:	2 Meiklehill Road, Hillhead, Kirkintilloch G66 2LA
Report to:	Depute Director / Head of Assets
Responsible for:	n/a
EVH Grade & Salary Point	Grade 5, PA13-PA16 £30,250 - £33,617 (pay award pending April 2026)

1. OBJECTIVES OF THE POST

- 1.1 To provide administrative support to the Property Services Section & Estate Staff.
- 1.2 To ensure that the best possible service is offered to the tenants in the interests of the Association.
- 1.3 To help ensure that the Association receives value for money in all aspects of its maintenance, estate and wider role related activities.
- 1.4 To help ensure that the Association's properties and estate are maintained to as high a standard as possible taking account of budgetary levels.
- 1.5 To liaise with tenants, partner organisations and stakeholders where relevant.
- 1.6 To help ensure effective management of all works carried out on behalf of the Association, including large scale planned maintenance projects, adhering to the Association's Rules and Policies at all times.
- 1.7 To contribute effectively to the Property Services Team to allow the section to offer the best possible service on behalf of the Association to tenants and other stakeholders.

2. ACCOUNTABILITY

- 2.1 The Property Services Administrator is accountable to the Depute Director/Head of Assets, with day to day direction being provided by the Property Services Officer(s).

3. MAIN DUTIES

3.1 MAINTENANCE

- 3.1.1 Inputting all repair orders and information into computer and estimating approximate costs and labour rates.
- 3.1.2 Receiving contractors invoices, ensuring these are accurate and issuing for authorisation as per financial control policy.
- 3.1.3 Administering the Association's Key Cabinet in relation to voids, ensuring all void keys are tracked and appropriately recorded if issued to contractors, consultants or staff.
- 3.1.4 Collating "no access" information on cyclical and day to day repairs.
- 3.1.5 Updating computer system on completion of repairs.
- 3.1.6 Maintaining and updating Contractor records, including appropriate insurances, qualifications etc (for example Gas Sure Registrations).
- 3.1.7 Reviewing and assisting Property Services Officers with regard to received Tenant Satisfaction Questionnaires. Ensure targets are met in this respect and highlighting any responses requiring to be followed up by a member of the Property Services Team.
- 3.1.8 Assisting with the inputting of defects and related information on our system and subsequent monitoring of progress, liaising with tenants and contractors as required.
- 3.1.9 Assisting with ensuring that appropriate records relating to defects information are retained, liaising with Property Services colleagues.
- 3.1.10 Issuing Alteration & Improvement Application forms and completing initial review on return.
- 3.1.11 Assisting with photocopying and typing as required.
- 3.1.12 Issuing information on request relating to Association policies.
- 3.1.13 Carrying out all general filing duties for the section.
- 3.1.14 Administering all rechargeable repairs to tenants/former tenants. Issuing letters, liaising with finance to identify works and arrange invoicing.
- 3.1.15 Communicating with customers and all stakeholders as required by telephone, email and in person.

4 OTHER ACTIVITIES AND FUNCTIONS

- 4.1 Attending Association meetings as appropriate, some evening work may be required. Attend appropriate training events as required.
- 4.2 Ensure that Omni Ledger System database is kept up to date to reflect all repairs, planned and cyclical contracts, include monitoring and updating all property component information
- 4.3 Be fully conversant with the Association's computerised systems and take responsibility to ensure IT resources are fully utilised to optimise the efficiency of our Property Services function.
- 4.4 Help ensure all aspects of tenants health and safety is adhered to.
- 4.5 Assist in the administration of our complaints handling procedures.
- 4.6 To undertake any reasonable duties commensurate with the work of the Association in line with responsibilities and grading as instructed by the Department Head.