



Job description

Job Title:	Contracts Assistant
Responsible to:	Contracts Manager
Purpose of the post:	To provide administrative assistance to Hastoe's Contracts Manager and work closely with colleagues in the Property Service, Customer Service and Housing teams to help deliver a customer-focused responsive repairs service.

Key areas of responsibility:

1. Collate statistical information including satisfaction surveys, financial reports, performance statistics and life cycle costing reports for Hastoe's responsive repairs contractors.
2. Distribute reports to Property Maintenance Managers, the Contract Administrator and contractors ahead of regular contract meetings.
3. Arrange and prepare minutes for regular contract meetings and provide draft minutes to the Contract Administrator in a timely fashion.
4. Provide administrative support to our East/West regions.
5. Review and investigate payment requests from contractors.
6. Process valuations, purchase orders and invoices to contractors and suppliers promptly and efficiently.
7. Arrange temporary decants for Hastoe's tenants as required.
8. Investigate compensation claims and draft offer letters for review by Property Maintenance Managers. Ensure Hastoe's operating system is kept up to date with these claims.



9. Support Contracts Manager in the procurement of new contractors including but not limited to researching new contractors, obtaining references and financial information, and assisting in the mobilisation process.

Organisational responsibilities:

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act at all times within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
3. Participate in agreed internal and external training and events.
4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing, but will be changed from time to time to meet the changing needs of Hastoe. It is a non-contractual document.



Person specification

Attributes	Essential	Desirable
Education & training	<ul style="list-style-type: none">• GCSE English and Mathematics, or equivalent.• Willing to pursue training and development activities as required.	
Skills & Experience	<ul style="list-style-type: none">• Proven track record in delivering excellent customer service.• Proficient in the use of Microsoft office applications (Word, Excel, Outlook, Power point).• An understanding of equalities and diversity issues and how they can impact on the job role.• Previous office administration experience.• Clear communication skills, both oral and written.• Excellent telephone manner.	<ul style="list-style-type: none">• Experience of asset management in a social housing context.• Proficiency in/knowledge of ActiveH IT systems.
Personal Attributes	<ul style="list-style-type: none">• Good attention to detail.• Assertive where necessary, saying “no” where appropriate, whilst remaining sensitive and calm.• Ability to cope well under pressure.• Ability to organise and prioritise own workload.• Ability to work as part of a team.• A positive approach to customer service (for both internal and external customers).	