



## Job description

<b>Job title:</b>	Planned Works Administrator
<b>Responsible to:</b>	Planned Works Manager
<b>Purpose of the post:</b>	To provide high quality and comprehensive administrative support to the Planned Works Team; responding directly to enquiries from Hastoe residents and stakeholders.

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### Key areas of responsibility

1. Provide administrative support to our West/East Planned Works Teams. Working closely with colleagues in the Property Services, Customer Services and Housing teams to help deliver a customer focused planned works service.
2. Liaise with planned works contractors in the delivery of these services, including requesting contractor updates and preparing and issuing correspondence to residents with updates through the journey of planned works. Information to be entered into Hastoe's database.
3. Closely monitor the Planned Works mailbox then action and query requests as appropriate. Receive and respond to email queries from contractors and residents and liaise with Surveyors where required to resolve queries.
4. Raise tasks to Surveyors and other colleagues via housing management system.
5. Carry out customer satisfaction surveys, resolving any issues on first report of a problem and reporting on areas of focus.
6. Raise purchase orders and reconcile with invoices and other financial transactions.
7. Compile a variety of statistical information including satisfaction surveys, financial reports, performance statistics, and life cycle costing reports. Report this at monthly team meetings.
8. Coordinate and minute contractor and team meetings.
9. Update the housing management system.
10. Prepare information to be used in Notices (Notice of Intent, S20) in line with leasehold legislation and the Landlords and Tenants Act. Respond to queries raised.



11. Support the Planned Works Team with mail merge admin. Set up project folders and file documents. Update Documagix and attribute dates/information on housing management system.
12. Book appointments for Surveyors, Repairs Officers and consultants with residents, Estate Officers, contractors etc.
13. Update the Tender Book and Contract Register used to monitor contracts.

**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 may be changed from time to time to meet the changing requirements of Hastoe.



## Person specification

Attributes	Essential	Desirable
Education & training	<ul style="list-style-type: none"><li>• GCSE English and Mathematics, or equivalent.</li><li>• Willingness to pursue training and development activities as required.</li></ul>	
Skills & Experience	<ul style="list-style-type: none"><li>• Proven track record in delivering excellent customer service.</li><li>• Proficiency in the use of Microsoft office applications (Word, Excel, Outlook, Power point).</li><li>• An understanding of equalities and diversity issues and how they can impact the job role.</li><li>• Previous office administration experience.</li><li>• Clear communication skills, both oral and written.</li><li>• Experience in purchase order and invoice processing.</li><li>• Excellent telephone manner.</li></ul>	<ul style="list-style-type: none"><li>• Experience of asset management in a social housing context.</li><li>• Experience of S20 Notices.</li><li>• Proficiency in/knowledge of ActiveH IT systems.</li></ul>
Personal Qualities	<ul style="list-style-type: none"><li>• <b>Customer Inspired:</b> A positive approach to customer service (for both internal and external customers).</li><li>• <b>Open and Transparent:</b> Able to listen, learn and improve.</li><li>• <b>Professional:</b> Able to take ownership of your actions and cope well under pressure.</li><li>• <b>Passionate:</b> Able to go the extra mile to find solutions and meet deadlines.</li><li>• <b>Enterprising:</b> Willing to seek new learning experiences.</li><li>• Good attention to detail.</li><li>• Assertive where necessary, saying "no" where appropriate, whilst remaining sensitive and calm.</li><li>• Ability to cope well under pressure.</li><li>• Ability to organise and prioritise own workload.</li><li>• Ability to work as part of a team.</li><li>• Willingness to take on new ideas and translate them into working practice.</li></ul>	
Other	<ul style="list-style-type: none"><li>• Willingness to travel occasionally to other Hastoe sites and contractor offices as required.</li><li>• Willingness to attend evening meetings as required.</li></ul>	