



Job Description

JOB TITLE:	Operational Asset Management Coordinator
LOCATION:	Newlon House, London
SALARY:	£30,901 per annum plus up to 5% PRP bonus
REPORTING TO:	Manager – Reactive & Planned Maintenance

A MAIN OBJECTIVES

The Operational Asset Management Administrator will be responsible for carrying out a range of duties to support an effective Repairs, service to all Newlon residents. The post holder is to act as the coordinator between residents, Asset Management Service Centre, and Service Resolution Team, contractor and Property Services repair function.

The role will be to provide assistance to all repairs senior staff to ensure that delivery of repairs service is delivered a high standard. The post holder will also be responsible for coordinating and overseeing works tasks within the Property Services Department to ensure that any open jobs are completed within specified targets and closed out within the specified repairs standards.

The post holder will also be responsible for overseeing all Property/Repair related complaints and MP enquiries to ensure that these are resolved within time and to a satisfactory standard.

B SPECIFIC TASKS AND RESPONSIBILITIES

<u>Key Tasks and Responsibilities</u>		<u>Performance Standards</u>
1.	To assist the Property Services Team in maintaining a full suite of property key performance indicators (KPIs) relating to repairs and voids. To correlate and produce regular Property management information reports.	<ul style="list-style-type: none">• To become an expert user of all Property information systems but specifically Dynamics, Newlon's Stock Condition and Compliance Databases.• To run weekly reports and ensure that Data is analysed and accurately reported to Newlon's management team.• Ensure that the relevant people involved are kept informed by a full range of communication channels – including writing letters / emails and newsletters.
2.	To co-ordinate the void process within Property Services to ensure empty properties are made "ready to let" in line with Void Procedures/Standards to ensure rent loss is kept to a minimum, working with the void surveyor as necessary	<ul style="list-style-type: none">• Void surveyors are provided with timely information of upcoming voids in order to specify and cost the works required• Contractors are able to start work on void properties immediately following tenancy termination• Void works are completed in line with Void Procedures• All properties are completed to void standards and fully certificated before being let• Void losses kept to a minimum
3.	To manage the smooth running of repairs/Void contract between the different teams within Newlon.	<ul style="list-style-type: none">• Evidence of compliance with policies and procedures• Clear and effective communication with internal departments

<u>Key Tasks and Responsibilities</u>		<u>Performance Standards</u>
		<ul style="list-style-type: none"> • To attend appropriate meetings on the effective and efficient running of the void procedure • To coordinate the Property Service Work tasks relating to complaints / MP enquiries and interdepartmental service queries and ensure that these are closed out within the specified timeframes.
4.	To run weekly reports from on all open repair/void jobs raised by Property Services Department (New)	<ul style="list-style-type: none"> • To actively monitor open inspections and chase surveyors for updates. • To chase contractors for updates on open jobs • To extend jobs that are delayed due to unforeseen delays due to material shortages and alike. • To liaise with residents and ensure that they are kept informed on any delays relating to repairs to their home. • To ensure all updates are recorded on dynamics
5.	To carry out computerised and manual administration on a variety of databases used by the Property Services department	<ul style="list-style-type: none"> • Ensure all property repair records are maintained and updated promptly including:- • All data relating to voids and component replacements are updated within Integrator database and all EPC data, Gas Safe and electrical certificates and documents are recorded accurately and passed to the lettings team prior to relet.

6.	To assist the repairs team with ordering works and authorising contractor payments up to a level of £5,000.	<ul style="list-style-type: none"> • To assist with processing of supplier payments in line with agreed terms. • Minor works orders placed in line with financial standing orders and to correct target timescales. • Rejected and withheld invoices are correctly documented and followed up on a regular basis.
7.	To assist with verification of works completed in instances where post inspections are identified to works below a £5,000 level, and to identify higher level works for post inspection by surveyors.	<ul style="list-style-type: none"> • Residents contacted at home to confirm works completed and to an acceptable standard. • Contact with residents is handled in line with the principles of Newlon Gold. • Higher value repairs identified and passed to staff with required authority levels to conduct post inspections. • Required % of works quality checked and post inspected.
8.	To liaise with external contractors and consultants in relation to variation requests, queried invoices and un-completed works orders	<ul style="list-style-type: none"> • Trained and competent to deal with enquiries. • Prompt, appropriate action taken to resolve issues
9.	To manage repairs dashboards (New)	<ul style="list-style-type: none"> • To manage all repair and void dashboards and ensure that all activities and cases are updated and closed out within service standards. • To escalate potential performance risks early to senior management
10.	To manage all property services complaints	<ul style="list-style-type: none"> • To ensure that full response is provided within service standards.

		<ul style="list-style-type: none"> • To act as liaison and facilitate cross departmental responses when enquiries relate to other matters to ensure that full response to all points are covered initial response to MP/Councilor enquiries. • To update Newlon SRT and quality team on a regular basis and ensure all notes are inputted on to dynamics cases.
11.	To manage all MP/Councilor enquiries passed to Property Services. (New)	<ul style="list-style-type: none"> • To ensure that full response is provided within service standards. • To act as liaison and facilitate cross departmental responses when enquiries relate to other matters to ensure that full response to all points are covered initial response to MP/Councilor enquiries.
12.	To provide Repairs manager with weekly reports on all jobs relating to water ingress / damp and mould (New)	<ul style="list-style-type: none"> • To run weekly reports on any repairs logged relating to leaks /damp and mould and ensure that residents are contacted and D2D surveyors attend promptly to carry out initial assessment and produce full report.
13.	To ensure that Repairs manager has been furnished and has oversight of all out of hour jobs on a daily basis. (New)	<ul style="list-style-type: none"> • Ensure that full out of hours report is provided to repairs manager for review. • To ensure that all follow on works from out of hours has been raised. • To make contact with residents and ensure that all repairs have been completed and establish if follow up inspection is required.
14.	To contribute to the effective running and development of the repairs, team. Where necessary to cover the administration work within any of the other Property Services Teams.	<ul style="list-style-type: none"> • Effective participation and contribution to meetings. • Provide assistance to the Head of Service as requested. • Provide assistance to the Customer Contact Centre as required.
15.	To adhere to all relevant Newlon Policies and procedures	<ul style="list-style-type: none"> • Compliance with all Newlon policies and procedure including Diversity, Newlon Gold service standards, Health and Safety and Sustainability.

		<ul style="list-style-type: none"> • Carry out all obligations relevant to your role under required procedures.
16.	To ensure high levels of customer service in line with “Newlon Gold” standards.	<ul style="list-style-type: none"> • Delivery of outstanding customer satisfaction and service levels for both internal and external customers • Complaints and queries resolved efficiently and sympathetically
No job description can cover every issue which may arise within the post and the post-holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.		