

## **Job Profile**

<b>Job Title</b>	Property Services Administrator
<b>Line Manager</b>	Property Services Director
<b>Direct Reports</b>	None
<b>Location</b>	Keniston HA Offices / Hybrid working arrangements

## **Job Purpose**

Deliver excellent front line customer service to residents and contractors, ensuring that their needs, including queries, request for payment, and post inspection arrangements are addressed promptly and within Keniston's service level agreements. Provide administration support to the property services team.

## **Key Responsibilities**

- 1 Process invoices to ensure contractors are paid promptly. To address any queries relating to the invoices e.g. excessive expenditure and VAT exemptions and ensure that all relevant paperwork is available to support the invoice.
- 2 Review and record the results of post repair satisfaction surveys. Identify and address comments of concern by liaising directly with the resident and Technical officer where necessary investigate complaints directly with the contractor to achieve an appropriate solution, compose and issue correspondence to all parties in relation to unsatisfactory works and complaints.
- 3 Issue, record and monitor post inspections, action any recommendations including progressing outstanding work with contractors.
- 4 Run repairs performance reports monthly and update the performance report spreadsheet.
- 5 Write to residents regarding re-charges as required, ensuring that the finance department is also accurately informed
- 6 Provide administration support to the property services team including preparation of specification, tender documents, resident notifications, and other reasonable administrative duties.
- 7 Provide cover for Property Compliance Officer in short periods of absence and Annual leave.

- 9 Carry out any other duties commensurate with the role and level of responsibility of this post, for which the post holder has the necessary experience and/or training.

### **Nature and Scope**

Keniston aims to meet housing need, provide good quality well managed affordable homes and give the service residents want. Our core values are openness, integrity and fairness. The role holder must demonstrate exceptional customer service skills, to ensure that we continue to maintain high satisfaction amongst our residents.

In this front-line role, the Property Services Administrator will spend a significant amount of time liaising with customers who on occasion be challenging. Therefore, the post holder must possess strong listening skills and the ability to always remain calm and professional.

The Property Service Administrator must be adept at planning and prioritising work to ensure that tasks are completed in a timely manner. And a strong attention to detail is vital to ensure compliance. With the associations policy and procedure

All team members are expected to develop their skills throughout their employment, apply fair working practices and respect differences.

<b>Key external contacts</b>	Residents, contractors, suppliers, external housing association employees.
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### **Dimensions**

<b>Financial</b>	None
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<b>Staff</b>	None
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<b>Hours of Work</b>	As set out in Contract of Employment. The role is 17.5 hours per week and shall be offered on a job share basis. Keniston offer a hybrid working arrangement where some of your working week can be carried out at home with the agreement of your manager.
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<b>Right to work</b>	The role holder must demonstrate, and maintain, the right to work in the UK. This role does not require a Disclosure and Barring Service check.
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### **Knowledge, Qualifications and Experience**

Working closely with contractors and residents you will require an enhanced understanding of building repairs, excellent IT skills and the ability to deliver excellent customer service to deal with resident queries

As the post holder will regularly liaise with residents who are vulnerable previous experience working with vulnerable groups is helpful

Training will be provided as necessary to the role. Mandatory training will be provided.

Last updated June 2026