

**JOB PROFILE:** Administrator (maintenance/repairs)

**RESPONSIBLE FOR:** Nil Staff

**PURPOSE:** To provide daily administration support within a team covering all aspects of property maintenance services.

To provide high standards of customer care to Teign Housing’s tenants and customers.

**MAIN ASPECTS**

**Disabled Adaptations**

Working with our Occupational Therapist you will provide admin support for the disabled adaptation process from initial contact with customers through to completion of each case.

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|  | **General Administration**  Deal with queries from customers, external contractors and others.  To raise works orders and process invoices for work.  To complete telephone customer satisfaction and feedback surveys.  Organise appointments for the wider Asset Management team.  Data entry, extraction and formatting.  Organise, attend, record and distribute minutes at regular meetings. |
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| No job profile can cover every issue, which may arise within the post at various times and the jobholder is expected to carry out other duties requested by the Property Services Manager, Programme & Budget Manager, Property Standards Manager or Head of Asset Management from time to time. | |

Signed by Post Holder: …………………………………………………………………..

Print Name:…………….…………………………………………………………………..

Date: …………………………………………………………………………………………