



Role: Asset & Repairs Administrator

Location: Agile working, with access to Head Office at Phoenix House, 32-34 Castle Street, Dublin 2

Reporting to: Director of Asset Management

Contract: Permanent – subject to a 6-month probationary period

Band: 2

Salary: €35,800-€53,700

Probation: 6 months

Hours: 37.5 hrs per week worked over five days

Leave: 25 days per annum

Pension: Employer Contributory pension available at completion of probation

Travel: The post requires a valid driving licence and the use of a car for business purposes Mileage Allowance Operates. Class 1 Insurance is required.

The Organisation

Circle Voluntary Housing Association was set up in 2003 and is a leading provider of social housing in Ireland. Our vision is to make a real difference by delivering quality homes and innovative integrated housing solutions to individuals and families in Ireland. We are passionate about our people and the delivery of a tenant first service.

Our team members are the secret element of our success. Their experiences, competencies, values, knowledge, and perspectives are greatly valued and have significantly contributed to Circle delivering over 2,500 homes. They deliver services to over 5,000 people and help create thriving communities.

We are dedicated to finding the right people who embrace our purpose, vision, and values. In return we will support you to learn, grow and excel in an exciting, flourishing, diverse organisation. We are committed to fostering an inclusive and collaborative work environment, which values every person who works with us and all of those who live in our homes and communities. Reflecting the growing diversity of the communities in which we work, we welcome applications from people of all cultures, nationalities, genders, members of the LGBTQ+ community and any background traditionally marginalised in society.

Role Overview:

The purpose of the role of Asset & Repairs Administrator is to provide assistance and co-ordination in the implementation and monitoring of internal departmental processes and procedures as well as spearheading a comprehensive administrative and data management service to the Director of Asset

Management and the Asset Management department. The role is also responsible for providing data analysis, monitoring and reporting in respect to the various services the department provides. The post holder will require a flexible approach to the job and will work as part of a team delivering a professional service to both internal and external stakeholders.

Key Responsibilities:

Director of Asset Management Support:

- Providing confidential and professional support to the Director of Asset Management.
- Screening phone calls, enquiries and requests, handling them when appropriate.
- Organising and maintaining diaries and making appointments.
- Analyse and present information, produce reports, make recommendations.
- Promote a climate of high performance, continual improvement, and value for money.
- Assist the Director of Asset Management with the delivery of in-house projects.
- To compose, type or edit correspondence and reports for and on behalf of the Director of Asset Management as required.
- To take minutes of meetings including team and management meetings and any other meetings the Director of Asset Management needs to be recorded.

Administration:

- To ensure effective management of information and that systems are implemented and maintained to facilitate the work of all of the Asset and Repairs Management services. Carry out audits /checks and cleanse data as required.
- To coordinate and manage housing project/transaction supports, documentation, files and systems for the Asset and Repairs Management functions.
- Collating agendas for meetings, minute taking and circulation of minutes.
- Assist teams in maintaining information and records and preparing reports for relevant stakeholders both internal and external.
- Manage relevant inboxes for departmental services.
- To devise and maintain office systems to deal efficiently with information flow, and the organisation and storage of paperwork, documents and computer-based information.
- Maintain directories of external stakeholder information such as contact details and other required information that supports the delivery of Asset and Repairs Management functions.
- Update and maintain information in our Housing and Asset management system by entering details of new homes along with key component information, run reports and provide data to colleagues for analysis and review.
- Organising team and other meetings as requested, booking meetings rooms, organising accommodation and travel arrangements.

Asset, Repairs & Facilities Management:

- Assist in the preparation and provision of Requisitions on Title.
- Assist in the preparation of notifications and newsletters to residents.
- Assist in the preparation and circulation of annual AGM & EGM packs.
- Assist in the administration of OMC Company Secretarial duties as required.
- Assist in the preparation, collation and evaluation of tenders and quotes.

- Assist in the preparation of Estate Management plans and the review of budget costs.
- Coordinate the collection, storage and dissemination of third party OMC information
- Coordinate the collection and input of data for the purposes of asset management and strategic investment planning.
- Assist with the review of asset data within the asset management system and provide reports
- Assist in the coordination and administration of all cyclical servicing and planned programmes of work.
- Assist in the management and monitoring of complaints and provide reports as required.
- Coordinate records of all relevant contractor's information including but not limited to insurance, health & safety & accreditation information.
- Assist in the analysis of data, policies, and procedures of the repairs functions to support the organisation to create accurate programme planning and financial forecasts

Quality Management:

- Review and update internal processes and procedures in consultation with colleagues as part of a continuous improvement process.
- Monitor compliance data and provide reports on performance from the organisations compliance management software.
- Develop and maintain transaction specific, and update template documentation for consistent team utilisation and assisting with preparation and deployment as appropriate.
- To coordinate the process of hard copy and electronic transaction file management in the context of internal audit file review.
- Carry out audits on systems, working with coordinators and managers to investigate any inconsistencies, and proposing recommendations to amend.
- Review performance data and provide gap analysis reports for each function.
- Manage departmental phone coverage to ensure calls are handled effectively across the teams.
- Any other quality related duties as defined by the Director of Asset Management.
- Act as departmental Complaints Review Officer

Stakeholder Engagement:

- Work with colleagues to develop meaningful opportunities for stakeholder engagement.
- Carry out, participate in, and undertake stakeholder feedback surveys.
- Promote successes and good news stories.
- Ensure a positive and professional image is displayed at all times.
- To implement the Circle's Policies and Procedures and provide an effective and responsive services to both internal and external stakeholders.
- Work collaboratively with all teams and colleagues to ensure systems and processes are in place to deliver a positive customer experience

General:

- Provide all services having due regard to the regulatory framework.
- Ensure that up-to-date and accurate information is maintained on all IT systems.
- Contribute to developing service plans, team and individual targets.
- Provide a high-quality, customer-centred service at all times.

- Carry out all duties observing Circle VHA’s policies and procedures on health and safety, safeguarding, equality and diversity and data protection.
- Undertake any other duties that are reasonably commensurate with the level of this post

Person Specification:

Candidates will be shortlisted based on illustrating in their application that they fulfil the following criteria. Examples that demonstrate the ability to fulfil the criteria should be included as well as the above competencies.

<u>Education and Work Experience:</u>	<u>Essential</u>	<u>Desirable</u>
• Minimum of 3 years working in a similar role	✓	
• ECDL or similar	✓	
• NFQ-Level 5 or NFQ-Level 6 in business, administration, computing, housing or similar	✓	
• Experience of working social housing or a support organisation		✓
• Experience of dealing with customers both internal and external or demonstrable customer focused skills	✓	
• Application of in-house, multi-discipline IT packages	✓	
• Full, clean and unrestricted Irish driving licence with access to a vehicle	✓	
• PSRA Licence D holder		✓
<u>Key Knowledge/Skills:</u>		
• Demonstrable understanding of best practice in the delivery of Asset Management services		✓
• Possess high level of integrity and ability to handle confidential information	✓	
• Ability to prioritise work to deadlines and meet targets	✓	
• Able to form and maintain good working relationships at all levels, internally and externally	✓	
• Ability to resolve, anticipate and prevent problems	✓	
• Excellent organisational skills and experience in working in a busy and varied environment	✓	
• Excellent written and oral communication skills including report writing and the ability to effectively communicate key updates and decisions to all relevant stakeholders	✓	
• High level of written English, including ability to write reports and letters	✓	
• Experience working with MS Word, Excel, Outlook, PowerPoint and Visio and strong analytical and reporting skills	✓	
• Excellent analytical skills	✓	
• Attention to detail	✓	
• Problem solving	✓	
• Ability to work with people showing empathy and discretion	✓	
• Excellent Customer/Client Services Delivery	✓	

This job description is not restrictive and will be subject to periodic review.