



JOB DESCRIPTION

ASSET ADMINISTRATION ASSISTANT

Grade: EVH Grade 4 (Points PA9-PA12) £24,764 - £28,004 per annum

Responsible to: Asset Co-ordinator

Responsible for: Providing assistance to implement the Association's Asset Management Strategy and delivering effective asset management services to our customers.

Date: March 2025

a) **Overview**

The purpose of all staff employed by Milnbank Housing Association (MHA) is to promote the strategic objectives of the organisation. The Asset Administration Assistant will support the Asset Co-ordinator in the delivery of an efficient and customer focussed asset management service to tenants and other customers of MHA.

MHA would welcome all applications, including from recently qualified graduates looking to commence a career in the housing sector or an experienced candidate looking for a new post.

b) **Performance**

The Asset Administration Assistant must comply with the policies, procedures, and performance standards agreed by the Association's Management Committee and undertake any duty appropriate to this post.

c) **Key Strategic Role**

- To work with the Asset Management team to implement the Association's Asset Management Strategy.
- Provide administrative support to the Asset Co-ordinator.
- Provide excellent asset management service delivery for MHA residents, ensuring regulatory requirements are met and operations represent value for money.
- Understand and commit to Milnbank's culture and its customer first approach and achieve high levels of satisfaction.

d) **Key Operational Role**

- Provide assistance towards performance monitoring/achievement of key targets as set out in the annual Workplan.
- Implement an ethos of outstanding customer service within the department, identify and address service failures and help to resolve complaints.
- Assist the Asset Co-ordinator to protect the Association's customers and assets, assessing and managing risk, obtaining expert advice as required and following best practice in asset management.
- Support the Asset Co-ordinator in any decisions regarding asset management services by providing reports, budget setting and monitoring and developing partnerships.

e) **Asset Management Service Requirements**

- Assist the Asset Co-ordinator to develop and deliver integrated asset management services, encompassing major repairs, planned component replacements and improvement works, engaging with customers to understand and meet their requirements.
- Assist the Asset Co-ordinator to ensure effective project management of major repairs and component replacements, offering administrative support to progress contracts in a smooth and diligent manner.
- Ensure that the association meets our client obligations in relation to CDM regulations in planning and managing major projects. Ensure MHA's contractors work in compliance with Health & Safety legislation.
- Assist the Asset Co-ordinator to procure contracts and contractors in accordance with the associations Procurement Policy and procedures, to ensure adequate resources are available to deliver our programme of investment.
- In conjunction with the Factoring team, assist the Asset Co-ordinator to provide major repairs projects for factored owners in mixed tenure blocks delivered through the Association's subsidiary company, Milnbank Property Services.
- In conjunction with maintenance team, carry out stock condition surveys and update stock condition information based on survey information.
- Prepare, record and monitor compliance servicing programmes i.e. EPC and electrical safety.
- Assist the Asset Co-ordinator to ensure asset services are delivered in line with service standards for the particular areas of: Investment, Major/Planned/Cyclical Works, SHQS/ESSH Compliance, Tenant and Resident Safety Compliance (Asbestos, Electrical, Fire, Gas, Legionella).
- Assist the Asset Co-ordinator with the delivery of an efficient service in relation to Health & Safety, Stock Condition Surveys, Invoicing, Customer Complaints and Procurement.
- Assist the Asset Co-ordinator to identify and manage the Risk Register in relation to property maintenance and ensure compliance with Health and Safety legislation.
- Act as Customer liaison and support for work programmes that support the Asset Management Strategy and Asset team objectives.

f) **Strategy & Performance**

- Contribute to the strategic business planning process in respect of Asset Management services and the delivery of the Asset Management Workplan.
- Contribute to the annual budget process for Asset management and assist in effective budget management.
- Collate accurate data on MHA's stock to assist with the Annual Return on the Charter and ensure that accurate information is provided in regulatory submissions.
- Assist in the preparation of reports on service provision & performance for presentation to the Management Committee.
- Collate data for Key Performance Indicators based on approved contractor performance and generate audit reports for internal KPI's.
- Produce reports based on electronic satisfaction surveys.
- Assist Asset Co-ordinator to prepare programmes for all component replacements.

g) **General Requirements**

- Provide robust admin support within the Asset team.
- Communicate with customers and contractors as required through telephone calls or e-mails.
- Ensure that Homemaster database is kept up to date to reflect all major repairs and planned maintenance contracts including the updating of assets for cyclical and service contracts.
- Be fully conversant with the Association's computerised systems and take responsibility to ensure IT resources and software are fully utilised to optimise the efficiency of our Asset Management services.
- Carry out any other duties as deemed required.

h) **Application Process**

- Should you be interested in applying for the position then please submit your CV and accompanying supporting statement to recruitment@milnbank.org.uk.
- Closing date for applications is 12 Noon on Friday 28th March 2025.
- Interviews will be held on Thursday 3rd April 2025.
- Applicants will be shortlisted for interview by matching the details given in their CV and supporting statement against the role profile. We would therefore ask applicants to provide clear evidence to show how your experience, skills and knowledge match those requirements as well as why you are interested in the role.
- We would also be grateful if you could include details of two referees within your supporting statement (please note that referees will not be contacted until offer stage or without prior consent).