



Job Description

JOB TITLE:	Administrator – Asset Management FTC until June 2026
LOCATION:	Newlon House, 4 Daneland Walk, London N17 9FE
SALARY:	£29,770 per annum plus eligibility to earn up to 5% performance related bonus
REPORTING TO:	Assistant Director of Strategic Asset Management

A MAIN OBJECTIVES

The Asset Management Administrator will be responsible for carrying out a range of administrative duties to support an effective Repairs, service to all Newlon residents.

The post holder will also be responsible for sending out works letters, updating Dynamics cases, monitoring works emails, making after care calls and satisfaction surveys, uploading certificates, data entry, serving meetings. In addition you may be required to handle customer enquiries that relate to these areas of work.

B SPECIFIC TASKS AND RESPONSIBILITIES

<u>Key Tasks and Responsibilities</u>		<u>Performance Standards</u>
1.	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 records are maintained and updated promptly including:- • All data in the Integrator database is maintained and updated with all planned works, EPC data, certificates and documents. • Accurate register of all properties with Landlord Gas Safety certificates and action taken to resolve those where a certificate is overdue. • Accurate Register of all electrical tests and certificates • Accurate register of all Water risk assessments • Accurate register of all Fire Risk assessments • Accurate register of all other compliance data • Ensure information from the Integrator system, compliance systems which lead to programs of works is updated in CRM • Ensure surveys are loaded into Notus for all surveying and Inspections by newlon staff and third parties in a timely fashion.
2.	To assist with the management of work ques within Dynamics	<ul style="list-style-type: none"> • To monitor and action email correspondence within works ques. • Ensure that emails are linked to the property addresses • Ensure that any urgent matters are escalated to property services senior managers for action.
3.	To send out works letters and updates to residents	<ul style="list-style-type: none"> • Ensure that residents and relevant people involved are kept informed by a full range of communication channels – including writing letters / emails and newsletters.
4.	To assist the data team with booking in stock condition surveys and management of no access cases.	<ul style="list-style-type: none"> • To monitor and action email correspondence within works ques. • Ensure that emails are linked to the property addresses • Ensure that any urgent matters are escalated to property services senior managers for action. • Letters and comms are saved to the case. No access are effectively managed and referred to Tenancy compliance team in a timely manner.
5.	Servicing Asset Management Meetings	<ul style="list-style-type: none"> • To act as the note taker within Assistant Director of Asset Management led meetings such as SAMP and alike.

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6.	Undertake after care calls and phone surveys	<ul style="list-style-type: none"> On completion of works to undertake aftercare calls and phone calls.
4.	To be responsible for verification of works completed in instances where post inspections are identified to works below a £1,000 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
6.	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
7.	To contribute to the effective running and development of the repairs, asset management and building service teams. Where necessary to cover the work within any of the teams shown above	<ul style="list-style-type: none"> Policies and procedures are up to date, communicated and monitored Policies and procedures reviewed in line with changing legislation, best practice and corporate objectives Accurate research carried out using appropriate channels and methods Relevant people involved and kept informed by a full range of communication channels
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.		