



Waltham Forest Housing Association

We are recruiting for an

Asset Services & Business Support Assistant

Responsible to: Asset Services Manager
Date issued: March 2024
Responsible for: N/A
Salary: £24,000
Hours: Full time, fixed term contract (12 months)
Location: Offices located in the London Borough of Waltham Forest. WFHA operate an agile working policy.

If you would like to apply for the position, please email recruit@wfha.org.uk for an application pack.

If you would like more information you can either email recruit@wfha.org.uk or call Linda Wright on 020 8524 6987, option 4 for an informal chat.

Objectives of post:

To provide a responsive, consistent high-quality service to tenants, stakeholders and colleagues.

To support the Asset Services Manager.

To provide a comprehensive property maintenance service to tenants, including capital improvements, cyclical, responsive repairs and health and safety matters.

To provide strong administrative support to the association cross departmental.

A good working knowledge of Microsoft Office applications is a must. A good aptitude for learning IT and housing management systems is also important and a genuine commitment to high levels of customer service is essential.

The post holder must have an excellent telephone manner, combined with strong oral and written communication skills and an enthusiastic positive attitude to their work.

Develop knowledge and understanding of the WFHA's key policies and procedures.

Key Responsibilities

- Answer repair telephone calls
- Support Asset Services Manager with the management of the Repairs Inbox
- Raise repair work orders
- Updating and filing of compliance reports
- Complete tenant satisfaction calls post repair completion
- Review and monitor estate inspections and raise follow up repair works orders when required
- Contractor performance reports
- Data inputting of information
- Administration of parking schemes
- Checking security cameras
- Administration support with adhoc updates to the associations website
- Administration support of the Association's publications, including tenants' newsletter, annual report and adhoc materials
- Provide admin support for the association including responding, compiling and sending out correspondence including large mailouts / mail merges
- Support with arranging appointments / booking meetings (meetings are either in person or virtual using MS Teams)
- Helping with arrangements of in-house and external events and attending if necessary
- Creating and updating spreadsheets
- Support with the ordering and maintaining of office facilities as required

Core

- Actively participate in team meetings, one to ones, identifying own learning and development needs.
- Contribute to own personal development, including attendance at relevant courses and qualifications training as appropriate
- Work in line with policies and procedures, suggesting updates in line with best practice and sector changes.
- Any other duties as required by the Line Manager

We are looking for applicants with good organisational skills and experience within a busy office environment who will enjoy the varied nature of the role.

Person specification

This document sets out the essential abilities and qualities needed by the successful candidate for this post.

Qualifications / Training

- Proficient in Microsoft office 365 or similar systems

Experience

- Previous experience of working in a similar role
- Experience of working in a customer focused environment

Skills, Knowledge and Abilities

- Use of Microsoft Office 365, CRM's / inhouse IT systems
- Strong communications skills - written and verbal with colleagues and a wide range of stakeholders
- Show tact, discretion and respect confidentiality
- Be highly organised – the ability to plan your own work, use your initiative and meet deadlines
- Strong attention to detail
- The ability to multitask and prioritise
- The ability to manage pressure and conflicting demands
- Strong customer service abilities – a pleasant and confident telephone manner
- Ability to use effective negotiation and influencing skills with staff, tenants, key stakeholders
- Team working
- The ability to accept and understand instructions

Attitudes

- Pro-active and can-do approach
- Evidence of CPD
- Works to develop a one-team culture, improving cross-departmental working and excellent results
- Ability to work in alignment with WFHA values and behaviours:
 - Respect
 - Empower
 - Ambitious
 - Care
 - Honest