

## Repairs Contract Administrator

**Reports to:** Repairs Manager/ Assistant Contracts Manager TBC

**Responsible for:** No Direct Reports

**Reviewed:** April 2024

**Salary:** £35,317.70 per annum - (1.4.2024)

Our Property Pod is a hive of activity, responsible for delivering a range of services through our Home Safety, Asset Management and Responsive Repairs and Empty Homes teams. You will provide support to teams delivering the full range of works but will have a focus on the Responsive Repairs and Empty Homes contract. Every day brings its unique set of challenges which need effective contract management and logical decision-making skills to resolve.

Your main responsibility will be supporting the team in day-to-day contract administration duties with both responsive repair and empty homes service delivery. This includes working closely with tenants, contractors, and Red Kite staff to ensure wide range of contract administration functions are actioned within key KPI target times as well as providing general support to the wider Property Pod.

### What we need you to do:

- Accurately scrutinise contractor invoice submissions, providing challenge as required.
- Assist the operational technical teams in co-ordination of multiple void and responsive repairs works.
- Assist with providing accurate update to our DMC case management system.
- Produce and interpret accurate reports from internal systems.
- Accurately update and maintain housing management systems relating to both empty homes and responsive repairs works.
- Provide regular progress updates on performance and key operating targets.
- Be a point of contact and liaison for contractors and consultants.
- Ensure commitment of the organisation's vision, mission and values influence every aspect of the business.
- Pursue excellence in all aspects of contract administration.
- Monitor customer complaints directed to the Property pod establishing trends and helping to implement lessons learnt.
- Monitoring site inspections completed and updated via our internal dynamics system.
- Have a great approach to customer service putting our customers at the heart of what you do.
- Participating in an out of hours rota system (usually one week in every nine) to provide ad hoc evening and weekend telephone support for contractors and tenants when emergency situations arise. This may also require occasional on-site attendance of emergency works e.g., major fires, floods etc. acting as our representative onsite.

### **What you will be responsible for:**

- Assist with the day-to-day contract administration across the Repairs and Empty Homes team.
- Assist in reviewing and scrutinising invoices and variation requests submitted by contractors.
- Assist in updating and reporting on our damp, mould, and condensation case management progress.
- Assist in reviewing tenant permission requests and actioning in line with Red Kite policies.
- Assisting in agreeing for extensions of time requests submitted by contractors on both repair and empty property works.
- Assist with raising purchase orders and working closely with the finance team to make sure invoices are accurate and paid on time.
- Liaising regularly with colleagues from across the organisation, promoting the work of the pod and keeping others fully up to date on key areas.
- Supporting the wider aims of the Property pod and other teams where required, with general administrative tasks.
- Assist with the taking of meeting minutes for key Property Pod meetings as required.
- Undertaking ad-hoc administrative functions in line with the role.

### **Where you have come from:**

- A place where you have experience of working with responsive repair and empty homes refurbishment teams.
- A place where you have previously worked with and alongside repair and empty homes contracts in a social housing setting.
- A customer focussed organisation.
- A housing organisation or similar, would be preferable.
- A place where there was “best value services” and continuous improvement.

### **What our teams will see in you:**

- Someone who will build effective and productive working relationships with staff, managers, partners, tenants, and leaseholders.
- Someone who has great planning, coordination, and dispute resolution skills.
- Strong verbal and written communication skills.
- A person who has a good understanding of best practice within social housing.
- Someone who understands the basic principles of effective contract management in a repairs and empty homes environment.
- Someone who is IT literate, proficient in Microsoft Word, Outlook, Excel, and PowerPoint.
- An individual whose second nature is working in a customer focussed organisation.
- Strong history of working with SOR codes in a repairs and empty home setting.
- Someone who has great attention to detail.

**As a person, you will:**

- Be skilled at building effective and productive working relationships with staff, managers, partners, tenants, and leaseholders.
- Be excellent at verbal and written communication.
- Be a confident, independent problem solver.
- Have a high degree of personal drive.
- Be committed to the aims and ambitions of Red Kite Group and the broader issues of social housing.
- Be flexible and open to change.
- Be a team player with good self-awareness.
- Have a service improvement attitude.
- Demonstrate a 'can do' approach to your work.