

Disrepair & Complex Case Administrator

Reports to: Legal Disrepair and Complex Case Specialist

Responsible for: No Direct Reports

Reviewed: May 2024

Salary: £35,317.70 per annum

Our Property Pod is a hive of activity, responsible for delivering a range of services through our Home Safety, Asset Management 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 administration duties of our Legal Disrepair and Complex Case Specialist as well as assisting from time to time with contract administration duties for both responsive repair and empty homes service delivery. This includes working closely with tenants, contractors, solicitors and Red Kite staff.

What we need you to do:

- Accurately scrutinise documents related to disrepair claims.
- Assist the Legal Disrepair Surveyor – Complex Case Specialist with managing disrepair works, including opening new files and updating existing files.
- Assist with providing accurate update to our disrepair cases.
- Produce and interpret accurate reports from internal systems.
- Accurately update and maintain housing management systems relating to disrepair claims.
- Provide regular progress updates on progress of disrepair claims.
- Be a point of contact and liaison for contractors, tenants and solicitors.
- Ensure commitment of the organisation's vision, mission and values influence every aspect of the business.
- Pursue excellence in all aspects of contract administration.
- Assist with providing document disclosures within set timescales.
- 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.

What you will be responsible for:

- Assist with the day-to-day administration related to disrepair claims and complex cases.
- Assist in raising works, producing documents related to disrepair claims as well as assisting with general administration of disrepair claims.
- Assist in updating and reporting on our disrepair claims progress.
- Assisting with obtaining estimates from contractors
- Assisting with weekly progress meetings with the main contractor.
- 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:

- Experience of working with or along side legal disrepair & complex cases
- 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.