

Development Administrator

Grade

3

Head of Development



Senior Project Manager



Development Administrator

Department

Development



Projects Team

Role Overview

Provide a wide range of administrative support to the Development Project team to assist in the successful delivery of development projects helping to ensure they are delivered on time, within budget, to agreed standards. Collaborate with the team to deliver a best-in-class customer service.

Support Customers, contractors, and internal and external partners with the flow of information required.

Work alongside Customer Experience Officer to support customer defect reporting and queries.

RESPONSIBILITIES

- Maintain meticulous filing systems for scheme developments, ensuring that all audit compliance documentation is available and follow up on missing information when needed. Prepare files for internal and external audits following pre defined checklists.
- Provide diary management support and co-ordination of meetings to the Projects team
- Collating data and setting up new properties accurately on YHG systems
- Regularly review live and completed projects and ensure property requirements are stored accurately
- Raise purchase orders and invoice processing (via Ebis) for the team.
- Liase with external partners on behalf of the Projects team where needed (consultants, solicitors, local authorities, contractors, and developers).
- Assist in the management and reporting of defects associated with our developments and support customer and contractor queries
- Manage the 12 month defect inspections through liaison with customer, clerk of works and contractors.
- Provide wider administrative support in areas such as Handover documentation and defects resolution
- Work closely with and share information required with internal departments throughout the handover process (H&S files, warranty Information etc)
- Assist with minute taking at required meeting
- Support with the processing of legal documents for signing and engage with relevant solicitors.
- Provide support where necessary to Sales & Home Ownership teams.
- Provide any other administrative duties as required, (letter writing, data management, photocopying etc)

Our values


**Honest
& Reliable**

We are authentic,
open and dependable;
and we do what we
say we'll do.


Caring

We show kindness
and consideration
to our customers
and each other.


**Respectful
& Fair**

We listen to people,
and strive for equity
and inclusivity in all
that we do.

STRENGTHS

- ✓ Clear and articulate communication skills, both written & verbal
- ✓ Solid Problem-solving skills
- ✓ Demonstrable ability to effectively engage with a wide range of internal and external stakeholders
- ✓ Excellent organisational skills with the ability to effectively prioritise a busy and reactive workload
- ✓ Ability to be flexible within a changing environment
- ✓ Ability to work autonomously with minimal supervision

ESSENTIAL REQUIREMENTS

- Experience of working within Construction, Property, Repairs or Housing sector
- Experience of administering data, records, reports, and documentation
- Educated to GCSE/HNC Level standard or equivalent, and/or relevant housing qualification
- Excellent Planning and organisation skills
- Proficient in the use of Microsoft office applications and housing application
- Ability to build, monitor, and maintain constructive relationships with stakeholders
- Experience of handling customer and stakeholder enquiries through to resolution
- Customer First focus

BENEFICIAL TO THE ROLE

- Social and Affordable Housing experience
- Full UK Driving Licence and use of a vehicle
- Awareness of the requirements and regulations facing social housing providers

 yourhousinggroup.co.uk

 [your-housing-group](https://www.linkedin.com/company/your-housing-group)

 [@yourhousing](https://www.facebook.com/yourhousing)

 [YHGTv](https://www.youtube.com/YHGTv)

 [yourhousinggroup](https://www.instagram.com/yourhousinggroup)

 [@Your_Housing](https://twitter.com/Your_Housing)



We show kindness and consideration to our customers and each other.

We listen to people, and strive for equity and inclusivity in all that we do.