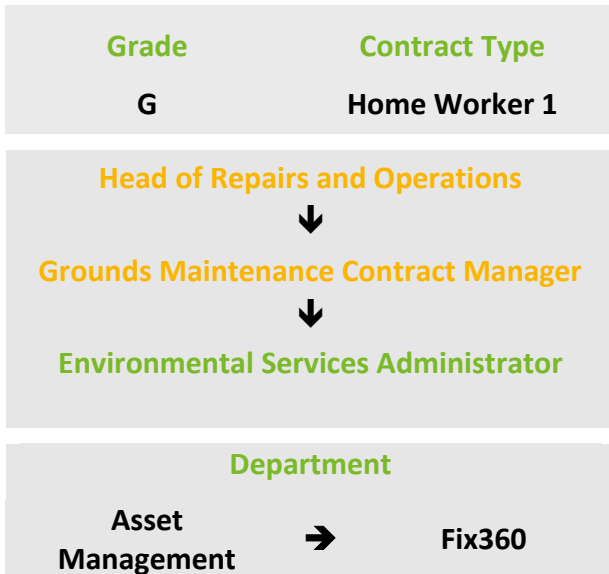


Environmental Services Administrator



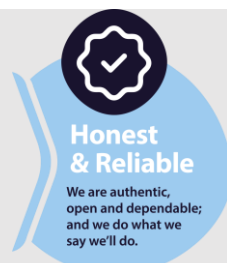
Role Overview

Provide administrative support to the grounds maintenance, tree works and cleaning services; working closely with the other GM/cleaning managers, tree surveyors, and supervisors to support them with any administrative tasks

RESPONSIBILITIES

- Provide administrative support to the grounds maintenance, tree works and cleaning services; working closely with the other GM/cleaning managers, tree surveyors, and supervisors to support them with any administrative tasks
- Support the administration and investigation of complaints to ensure they are responded to effectively and lessons learned used to improve future projects, support the groups approach to capturing and responding to customer feedback by working proactively to minimise and assisting in the resolution of complaints.
- Raise and process repair orders, variations, invoices and payments for contracted works orders; managing the Orbis Pest Control account.
- Support the team to manage contractors and suppliers effectively to deliver a repairs service that meets customer expectations.
- Provide customers with prompt, professional and accurate information, delivered in a timely, consistent, and efficient manner ensuring delivery of the service is met in line with Customer Service Standards, recognising specific needs or vulnerabilities; contribute to a consistent approach across all services to ensure customer excellence and a 'Right First-Time' approach to all contacts.
- Assisting the team with administrative tasks during mobilisation of inhouse or external grounds maintenance, tree or cleaning contracts including enquiry analysis.

Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

- Assist the Grounds Maintenance Contract Manager with managing the GM and cleaning adhoc works budget.
- Managing the shared GM/cleaning inbox.
- Assisting the management team with ensuring that the Grounds Maintenance GIS data is accurate.
- Assisting with the management and analysis of KPI data.
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- ✓ Data orientated, results focused, flexible and resilient, commercially minded, forward looking.
- ✓ Demonstrable ability to effectively engage with business stakeholders within the organisation
- ✓ Clear and articulate communication skills, both written & verbal
- ✓ Excellent IT skills with proficiency in Microsoft Office
- ✓ Ability to work autonomously with minimal supervision
- ✓ Excellent relationship building skills

ESSENTIAL REQUIREMENTS

- ✓ Raising purchase orders, GRNing, working with Microsoft Excel.
- ✓ Proven experience of working with contractors
- ✓ Problem solving
- ✓ Experience of working in a customer focused environment
- ✓ GCSE Maths and English (or equivalent)
- ✓ Managing budgets

BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License & use of a vehicle
- ✓ Ability to work as part of a team in an office environment or from home
- ✓ Social Housing experience
- ✓ Using systems such as Ebis, CRM or Orchard
- ✓ Experience using GIS
- ✓ Grounds maintenance/cleaning experience