

ROLE PROFILE

Job Title: Property Investment Administrator	Role Reports to: Property Investment Manager	Business Function: Asset Management	Grade: H
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<p>Job Purpose:</p> <p>Provide key support and assistance to the Investment Team through providing operational support to the project delivery and adaptations teams, provision of an investment and adaptations help desk and the management of the organisation's Investment Programme systems and data.</p>	<p>Key Competencies:</p> <ul style="list-style-type: none"> • Flexibility & Resilience • Meeting Customer Needs • Interpersonal Understanding • Results Focus • Gathering Seeking Information • Personal Learning and Growth • Innovation • Problem solving and Decision Making • Building Relationships
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Key Responsibilities:

1. Work collaboratively to support the delivery of the current and 5 year investment programme.
2. Support the Project Managers in contributing in the collection of asset/property data and in the preparation of investment programme plans.
3. Provide management, data, systems and operational support to the project delivery function.
4. Provide administrative support to the Property Services and Adaptations Team.
5. Assist the Project Managers with the management and validation of data including:
 - Assist in the management of programme performance data inclusive of stock investment and compliance programmes.
 - Liaise with contractors and suppliers, and support Project Managers at progress meetings.
6. Provide an investment programme, cyclical maintenance and adaptations help desk function to the organisation's internal teams and external customers.
7. Establishing good customer relationships, receiving queries and complaints from internal teams and customers on service matters and resolving them in line with our policies and procedures.
8. Assist the Project Managers and Adaptations Coordinators in the updating and validation of asset data inclusive of survey and/or completed works data, stock SAP ratings, project costs etc.
9. Collate and monitor information in respect of the organisation's improvement programmes and adaptations, including preparation of performance indicators and statistical reports for the team to work toward continuous improvement.
10. Ensure all duties are performed with due regard to YHG Health & Safety policies and procedures.
11. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Knowledge of investment and asset management plans. 	<ul style="list-style-type: none"> • Knowledge of financial planning models and 5 year investment plans. • Knowledge of commercial management and understanding construction contracts. • Knowledge of adaptations processes and delivery. • Knowledge of building legislation and maintenance management best practice. • Understanding and management of compliance, health safety and risk. • Awareness of the requirements and regulations facing social housing providers relating to asset management.
Skills	<ul style="list-style-type: none"> • Skills in evaluating asset systems data. • Strong planning and organisation skills. • Good communications skills. • Strong interpersonal communication skills. • Excellent administrative and operational support skills. • Strong IT skills eg Microsoft Word, Excel, PowerPoint and Outlook • Strong problem solving skills. 	

	Essential	Desirable
Experience	<ul style="list-style-type: none">• Experience of managing investment programme data and asset systems.• Experience of working in a property management environment.• Experience of communicating with internal and external stakeholders	
Education/Qualifications	<ul style="list-style-type: none">• Educated to GCSE/HNC Level standard or equivalent, and/or relevant housing/customer qualification or experience.	
People Management Responsibility?	No line management responsibility	
Budgetary Responsibility?	No budgetary responsibility	
Key Relationships (internal/external)	Support the reinvestment and adaptations teams whilst working with other internal departments and external agencies.	
Safeguarding of Children Young people and Vulnerable Adults Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.		

Key Role Performance Indicators
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| <ol style="list-style-type: none">1. All reinvestment contract data is processed within 48 hours of receipt.2. All adaptation applications are processed in accordance with approved procedural timescales.3. All system related actions (including e-Finance) are completed within operationally agreed timescales and Financial Standing Orders.4. Cyclical reports are compiled and circulated within operationally agreed timescales. |
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Date Role Profile Created/Updated:	July 2019
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