

HIGHTOWN HOUSING ASSOCIATION JOB DESCRIPTION

JOB TITLE:	New Homes Customer Care Administrator
DEPARTMENT:	Development
RESPONSIBLE TO:	Head of Projects
RESPONSIBLE FOR:	No line management responsibility

JOB CONTEXT

Hightown is a charitable housing association operating principally in Hertfordshire, Bedfordshire, Berkshire and Buckinghamshire. We believe everyone should have a home and the support they need, so our aim is to build new homes and to provide excellent housing and support.

We currently manage over 6,000 homes and employ over 1,000 full and part time staff from our head office in Hemel Hempstead. We have an annual turnover of £48 million and a development programme that will deliver around 350 new affordable homes each year.

Hightown Homes

Once our houses are built, they are let to people who cannot afford to buy or rent at full market values. The majority of our properties are offered to people on local authority housing lists to rent. We also manage homes to let at intermediate rents, for people saving for a deposit, and shared ownership homes, which help people make their first step on the housing ladder.

Hightown Support

Within our care and supported living schemes we work across a diverse range of client groups. These include people with Learning Disabilities (including Autistic Spectrum Disorders), people with Mental Health problems, Young people and adults experiencing Homelessness and women who have survived Domestic Violence.

Our aim is to help them develop independent living skills, to be involved in decisions regarding their lives and to participate in their local community.

OVERVIEW

- To track and monitor reported defects during the 12 month defects period with the repairs team and with developers
- To develop reporting systems to monitor defects and look at trends
- To liaise with customers, developers/builders, consultants and internal departments to ensure defects in new homes are remedied within agreed timescales.

- Organise 12 month end of defects inspections on behalf of the Development Officer, collate end of defects lists and regularly chase the developer for progress updates for concluding defects items with the aim of 'closing out' schemes.
- To assist with handovers where necessary

KEY RESPONSIBILITIES

List of key duties and responsibilities

- **Defects** – ensure reported defects in all new properties are remedied in a timely and expedient manner and monitor levels of customer satisfaction. Where defects have been reported but not rectified, act as a point of contact with assistance from the DO if necessary. Keep residents and relevant Hightown staff informed of action taken and progress made.
- **End of Defects** – arrange the end of defects inspections on behalf of the Development Officer. Collate the end of defects lists, ensure the lists are agreed and issued to all parties.
- Monitor and if necessary coordinate the completion of works identified at the end of defects inspections.
- **Familiarisation** – familiarise oneself with schemes to prior to handover. Build relationships with the customer care teams working for the developers and contractors.
- **Administration** – Ensure all emails and correspondence are saved on relevant files. Maintain system for recording progress with completing defects on a regular basis so that updates can be provided to the DO when requested.
- **Technical** – Keep abreast of changes in legislation and maintain awareness of the Building Regulation, NHBC, and equivalent, Technical Standards, British Standards and Codes of Practice etc.
- **Empty Properties**- when required assist with arranging cleaning, grass cutting and any other small works for new build properties that have been handed over but not sold.
- **Minor Post-Handover Works** – when required assist with arranging minor post-handover works, e.g. extra external works, signage, maintaining site tidiness etc.
- **Miscellaneous** – Attend meetings where necessary to report on development issues.

Any other reasonable duties consistent with the responsibilities of this post as agreed with the line manager.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications		
Educated to A level of equivalent		✓
Administration Qualification		✓
Experience		
Experience of working in a Housing Association or Private Developer.	✓	
Understanding of technical aspects of the building and repairs process	✓	
Experience of dealing with customers	✓	
Knowledge and Understanding		
Building Construction		✓
Building Contracts/Repairs Process		✓
Microsoft Word/Excel	✓	
Skills and abilities		
Ability to organise oneself	✓	
Good time management	✓	
Problem solving skills and 'can do' attitude	✓	
Excellent communication and administration skills	✓	
Excellent Customer Care skills	✓	
Car owner/ driver	✓	
Commitment to aims of the Association, including Equality & Diversity	✓	
Commitment to the values of Hightown to put our residents and service users first and deliver excellent levels of service.	✓	
Show a strong work ethic and demonstrate extra effort when required.	✓	
Take ownership for resolving problems, demonstrating courage and resilience in dealing with difficult situations.	✓	
Work co-operatively with others to get things done, willingly giving help and support to colleagues	✓	
Treat people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.	✓	

Candidates are reminded that the shortlisting process is based on the evidence provided on the application form of the skills demonstrated above.