

JOB PACK

Administrator - Asset Management

Creating homes.
Building lives.

Jigsaw

ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Holidays:	24 days leave per annum rising incrementally to a maximum of 29 days, plus bank holidays, plus 3 days for Christmas closure (based on a 5-day working week).
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme with an 11% combined contribution with the option to increase.
Jigsaw Benefits:	n return Jigsaw Homes Group offer company sick pay, on-site gyms, access to our cash back health plan membership, enhanced maternity/paternity leave, training/development opportunities plus much more. See the benefits page on our website for more details.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a four-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Medical Clearance:	In addition, any offer is also subject to medical clearance from our Occupational Health Provider before appointment.
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

We have an established and dedicated team of 600 employees within our Asset Management department.

Our team prides itself on investing in our own people to deliver first class property-based services across the Group, covering a broad range of disciplines from reactive, planned and grounds maintenance to property refurbishments, estate services, building safety and compliance.

You will be welcomed into a committed and passionate team, with a key focus on professionalism and working together.

Role Summary

Working as part of the Asset Management Team, you will carry out general administrative duties and provide support across the department, working alongside a team of Surveyors, Administrators and Managers.

Your responsibilities will include; exporting and analysing data to Microsoft Excel, using the in-house housing system NEC to log data, raise repairs and search for information, chasing property repairs with external contractors, taking phone calls from residents, technicians and other departments, dealing with queries, making inspection appointments for surveyors, processing invoices, filing, scanning and typing and sending letters using Microsoft packages including Word.

Full training and support will be provided.

Responsible To – Team Leader – Asset Management

MAIN TASKS OR ACTIVITIES

1. To accurately update property records following GDPR guidelines.
2. To carry out all aspects of administration within the team including updating spreadsheets, inputting of data, scanning, photocopying, producing letters including mail merges, taking minutes and any other duties as and when required.
3. Using a range of software programmes to carry out tasks including Outlook, Excel, Access and Word.
4. Raise works orders on NEC system to be issued to in house maintenance technicians and contractors.
5. With guidance make and receive calls from tenants/colleagues/Connect and resolve any queries professionally and promptly at the first point of contact.
6. With guidance make and receive calls to/from technicians/contractors, relay important information quickly to the appropriate persons and resolve queries promptly and efficiently, instilling a teamwork ethos.
7. Help provide excellent customer service by being an effective team member and ensuring that all Group policies and procedures are adhered to.
8. Follow all Group policies and procedures in accordance with the role and attend mandatory training when requested to ensure compliance with Group policies and procedures.
9. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
10. Carry out any duty which may be, from time to time, requested by the Operations Director - Asset Management, Assistant Director of Maintenance, Operations Manager or Chief Executive, commensurate with the position.

CANDIDATE REQUIREMENTS

Candidate Requirements:	• Qualifications demonstrating sound literature & numerical skills (e.g. GCSE English & Maths or equivalent) • Excellent written and verbal communication skills • Experience of using Microsoft Office packages or equivalent including Word (mail merge and tables) Microsoft Outlook – (making appointments and using calendars) and some knowledge of using Excel (producing spreadsheets) • Ability to work using own initiative • A positive and responsive attitude to change

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



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