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| **Job Description** |
| **Job Title:** | Property and Facilities Administrator |
| **Section:** | Properties and Facilities (O Hanlon House Hostel & Community Properties) |
| **Reports to:** | Head of Property and Facilities |
| **Responsible for** | N/A |
| **Location** | O Hanlon House  |
| **Main Purpose of Job** |
| To provide high quality responsive administrative maintenance and facilities management, effective procurement and other property related services to Homeless Oxfordshire licensees and tenants in Supported housing accommodations  |
| **Principal Accountabilities** |
| 1. **Property & facilities services**
* Undertake administrative duties to maintain develop and review administrative systems for fulfilling Homeless Oxfordshire’s responsibilities for repairs and maintenance, service contracts, internal and cyclical decorations, minor and major works and compliance.
* Receive maintenance reports from Homeless Oxfordshire’s clients, tenants and Supported housing staff, report them to relevant RP or PRS landlords according to lease or management agreement, agree priority of work and keep originators of request informed in accordance with procedures.
* Issue work orders to contractors in accordance with internal policies and procedures.
* Monitor the progress and quality of repairs and chase up any delays.
* Carry out administrative duties in order to maintain the approved list of maintenance contractors. Bring to attention of Head of Property and facilities contractors for inclusion on the approved list and those contractors that are not performing up to a required standard.
* Facilitate access and organise appointments for repairs, gas and electrical checks and other

 property related services at the properties, when necessary * Ensure availability as a point of contact for clients, tenants and supporting housing staff for maintenance issues during core office hours 09.00am to 5.00pm
* Carry out initial investigation of complaints regarding repairs and maintenance, gather facts and summarise case for further processing to Head of Property and facilities.
* Assist Head of Property and facilities in coordinating the repairs work on voids to achieve target turnover times for void properties.
* Maintain the systems for supplying specialist locks and keys in accordance with procedures, update database, and keep good supply of keys and locks for selected Supported Housing units and office sites.
* Procurement and ordering of supplies including cleaning supplies and catering supplies
* Assist the Head of Property & Facilities to monitor service standards in all office sites and accommodation
1. **Financial activities**
* Assist Head of Property and Facilities in authorisation of Invoices for payment, record all payments in appropriate database; bring all inaccuracies to the attention of appropriate person and follow up with appropriate procedure.
* Follow agreed procedures in the authorisation and processing of payments, handling petty cash receipts etc.
* Asset management. Ensuring that records of the location of assets such as furniture, white goods and equipment are kept up to date.
1. **Information-Recording, Monitoring and Reporting**
* Maintain a streamlined, effective and comprehensive record keeping and monitoring system for all aspects of property services & facilities work.
* Assist Head of Property and facilities in production of monthly, quarterly and annual performance statistics for the team. Input data on completed jobs into database, chase up outstanding information.
* Collate information, input and extract data to enable the Head of Property and Facilities to compile reports and forecasts on property services matters. Draw attention to any matters of concern.
* Keep all records, including online and computerized ones, up to date and available for use and keep them to the standard required. Do filing and archiving as required
* Record all accidents and report these in accordance with Homeless Oxfordshire’s policy/procedures
1. **General**
* Adhere to Homeless Oxfordshire’s Policies and Procedures at all times.
* Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
* Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
* Attend and participate in team meetings and other meetings as required.
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| **PERSON SPECIFICATION** |
| **1. Experience** * Experience in paid employment, voluntary work, further education or similar, in an environment where organising work and time were essential to success
* Experience in administration of a property maintenance and/or facilities environment.
* Experience of responding to customer requirements in a customer service function, including the processing of complaints

**2. Skills, Knowledge and Abilities** * Ability to assimilate, understand and use, technical information.
* Ability to produce short summary reports on property services related matters and issues
* Ability to deal appropriately with sensitive or difficult situations involving landlords, tenants, clients or contractors
* Ability to establish constructive, professional relationship on different levels within the organisation and outside
* IT skills and the ability to use Microsoft packages
* Ability to organise own time and work according to daily demands
* Knowledge of Health and Safety regulation and ability to apply those in everyday work

3. Operational Requirements* Genuine interest in and commitment work and client group.
* An understanding of and commitment to diversity & equality.
* An understanding of and commitment to Safeguarding vulnerable adults
* Willingness and ability to work hours outside of normal office hours on occasion (time off in lieu will be granted).
* Willingness to work flexibly in response to changing organisational requirements.
* To carry out any other duties and responsibilities commensurate with the post as required.
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| **OTHER** |
| This job description accurately reflects the requirements of the job at the time of writing but may be subject to change from time to time. To meet the changing needs of Homeless Oxfordshire.  |