

Role Profile

Administration Assistant

Property Services

Reporting Structure	Reporting directly to the Project & Senior Admin Officer and contributing to Loreburn's wider Operations Directorate
Salary Band	Band C Appointment to the salary scale point will be dependent upon skills and experience. Salary progression will occur annually on an incremental basis until the top of the scale is reached, provided delivery of role requirements are demonstrated.
Contract & Hours	35 hours per week, Monday-Friday. (9am-5pm each day with 1 hour lunch break)
Workbase	Home based , with a requirement to regularly attend in person meetings and training events in Dumfries and other locations across the region. A notional base of XXXX is allocated and used to calculate working hours and any required travel time. A dedicated home workspace with reliable internet connectivity is essential. Loreburn will provide all necessary IT equipment, including financial help to set up a comfortable and productive workspace.

Role Summary

The postholder will provide support to the Property Service Team to ensure Loreburn meets its responsibilities under Compliance Regulations, Health & Safety Regulations, Building Regulations, British Standards and all other relevant legislation. Working alongside a supportive team, the role will provide an exceptional compliance service, ensuring excellent customer engagement and high levels of satisfaction. The postholder will be the main contact point for tenants, and other customers – both internal and external, resolving issues and/or investigating and resolving customer dissatisfaction.

The position requires a highly organised individual, who is a self-starter and has a high level of accuracy, attention to detail and who can adapt to changing priorities. Being comfortable with the degree of autonomy and lone working the role entails is important, whilst also working effectively within a team environment.

We're a remote and agile workforce, which allows our tenant facing roles to be at the heart of our communities. For this position, the role is home based with regular meetings in Dumfries area being a requirement and occasionally more widely within the geographical area of Dumfries & Galloway. The postholder must have a suitable space to work from that allows them to work comfortably and productively. We'll provide all the necessary equipment needed. We offer opportunities to connect with colleagues and use 'hot-desk' facilities at our employee hub in Dumfries, helping ensure everyone feels connected and an integral part of the Loreburn team.

Our Service Commitment

Delivering a great tenant and customer experience runs through all we do at Loreburn and this extends to our internal colleagues. We prioritise taking ownership of issues, focussing on effective solutions, and applying the tools and techniques from our globally recognised MGI customer service training programme. It's essential that the postholder shares this commitment, helping us ensure an exceptional service experience for everyone we connect with.

Key Responsibilities

- Contribute effectively to the team so it functions in a cohesive high performing way and consistently achieves targets and meets tenant and customer expectations.
- Provide an administration service for the team including minute taking, typing documents, managing correspondence, data management, maintaining traditional and digital filing systems, diary management and coordinating meetings.
- Process invoices across the team.
- Set up and operate administrative procedures and systems to ensure the efficient operation of the service.
- Arrange for the safe and secure disposal of confidential information and records.
- Liaise with tenants, stakeholders, developers, contractors and suppliers to ensure effective capture of data arising from Property Services activities and facilitate the provision of information required by contractors in carrying out their work.
- Lead on Loreburn's Alteration & Improvement process, ensuring timely responses are sent to our tenants.
- Utilise Loreburn's Housing Management System
- Assist with the maintenance of appropriate systems for tracking tenant contacts and progress of enquiries and issues.
- Update systems as required with relevant information.
- Support the Head of Property Services to manage complaints and customer feedback taking ownership and responsibility to respond to complaints positively and professionally.
- Support the gathering of benchmarking data on programme costs to enable regular testing of value for money.

- Assist in the preparation of statistics, reports and information as may be required for the team.
- Assist with the continual improvement and design of promotional copy for the Property Service service.
- Make best use of alternative tenant access channels, including Facebook, Instagram and self- service web portal for the Property Service service.
- Assist with large-scale mail-shots ensuring they are effectively coordinated and work collaboratively to handle resulting calls and customer enquiries in a confident and pro-active manner.
- Support the achievement of contract related KPIs, and assisting in the day to day administration of low risk contracts.

This role profile is not intended to be exhaustive and may not encompass all tasks and responsibilities. Any other responsibilities required of the role will be appropriate to the role and salary grade.

Person Specification

Category	Requirement	Essential or Desirable
Qualifications	Able to demonstrate a high level of literacy and numeracy, e.g. Minimum of National 5 or GCSE equivalent in English and Maths	E
	Administration qualification or able to demonstrate experience of working in a similar environment. (We welcome candidates currently studying for any related qualifications).	E
Knowledge & Experience	Knowledge and competence with Microsoft Office including Word, Teams, Excel, MS Surveys, PowerPoint and Outlook. Other packages desirable.	E
	Experience of working in property services in social housing and/or private sector, or equivalent customer service and administration experience.	D
Abilities, skills and attitude	Excellent customer service skills with flexibility and willingness to respond to changing needs and priorities of the role and team.	E
	High level of attention to detail to produce accurate work	E
	Excellent time management and organisation skills with ability to plan tasks and workload.	E
	Have confidence in taking a proactive approach to problem-solving and decision-making.	E

	Strong interpersonal skills communicating clearly and effectively and able to navigate sensitive situations with tact and diplomacy. Able to demonstrate empathy and respect whilst also having the confidence to manage communications appropriately.	E
	A collaborative mindset and ability to work effectively with others.	E
	Self-motivated with the ability to work autonomously and with minimal supervision and to be comfortable with the degree of independent working the role entails.	E
	Demonstrable commitment to Loreburn's core values.	E
	Ability to understand and work towards clearly defined performance objectives.	E
General	Adequate internet connectivity from home and a suitable space to work from that can be productive, private, and comfortable.	E
	Flexibility, including a willingness and ability to travel to accommodate meetings or training sessions and occasional working outside of core hours to meet tenant or organisational needs.	E
	Possession of a full UK driving licence and access to a vehicle with suitable insurance cover for business purposes.	E

A basic disclosure will be required for this role.

Summary of Key Terms & Conditions

- **Salary:** £ with annual progression
- **Hours:** 35 hours each week – working Monday to Friday
- **Annual Leave:** 8 weeks including allowance for public holidays.
- **Pension contributions:** 5% employee contribution and 8% employer contributions with additional option for salary sacrifice.
- **Probationary period:** 4 months/2 months (external/internal appointments)
- **Access to broadband** and an adequate space to work from is required of this post

We believe that a healthy work-life balance is essential to the overall health and wellbeing of our people. Alongside some great terms and conditions we offer a range of benefits designed to support everyone at Loreburn, both in and out of work.

Other Benefits

- Flexible working options
- Employee discounts
- Family friendly policies
- Westfield Health cover and cash plan
- Health and wellbeing initiatives
- Paid volunteering days
- Learning and development culture
- Long Service rewards
- Paid professional fees
- Wellbeing Time – alternative to a 34-hour week. Staff have 49 hours (pro-rata) throughout the year

Loreburn's GREAT Values

Our GREAT values define who we are and guide all that we do. They reflect our commitment to our tenants and shape our interactions and ways of working -



We believe our values create a positive and inclusive environment where we can deliver GREAT services and GREAT places to live.