**ACKROYDON EAST TENANT MANAGEMENT ORGANISATION**

**JOB DESCRIPTION**

**POST: Housing & Repairs Administrator**

**RESPONSIBLE FOR**: The provision of administrative support and office management services to the organisation’s senior managers and Board members.

**MAIN PURPOSES:**

* To assist the organisation’s senior managers in the provision of an effective, responsive and sensitive management and support service to Ackroydon East residents;
* To respond to personal and telephone enquiries from members, the public and other agencies in a manner that portrays the organisation as professional and with a strong commitment to quality and equality.

**DUTIES AND RESPONSIBILITIES:**

**1 Administration and Office Management**

* Provide administrative support to the organisation’s senior managers and Board members and assist in the smooth running of the office
* Undertake office functions, in particular by –
* Sorting and recording all incoming mail and distributing to members and staff as appropriate
* Recording and ensuring correct postage is on outgoing mail
* Ordering stationery and other office supplies
* Maintaining office equipment in full working order
* Maintaining administrative systems and procedures
* Maintaining a register of office keys
* Maintaining adequate supplies of all standard forms and documents
* Keep accurate and comprehensive records of all stationery, office and computer equipment, including requisitions, packing and delivery notes, returns and credit notes, faults and repairs
* Maintain all files relating to the general management and administration of Ackroydon East TMO, including service contracts
* Undertake reception duties, in particular by:
* Answering all incoming telephone calls in a courteous manner
* Admitting visitors to the premises and greeting them in the waiting area
* Dealing with standard enquiries from both callers and visitors
* Redirecting enquiries as appropriate and taking messages if unavailable
* Operating answering machine at the agreed times

**2 Housing Management**

* Monitor tenant and non-residential rent accounts, issue statements and reminder letters as appropriate
* Co-ordinate the handover of rent accounts to Wandsworth Borough Council for legal action and ensure that all relevant files are exchanged
* Reply to general queries and provide members with standard information
* Maintain all standard housing management forms as required

**3 Repairs and Maintenance**

* Issue repair orders in accordance with the organisation’s policy
* Monitor the delivery of the gas safety test contract
* Liaise with contractors on day to day repairs issues to ensure an efficient and responsive service is provided to residents within agreed budgets

**4 Finance**

* Check invoices ensuring that they match up with orders issued and goods received, where relevant
* Forward all invoices, bank statements and other financial correspondence to the TMO Manager on the date a receipt

**5 General Duties**

* Participate constructively in the day to day operations of the organisation, including staff meetings
* Prepare written reports for the organisation’s senior managers and Board members as and when required
* Co-ordinate for member mail-outs including for all General Meetings
* Any other duties that the organisation’s senior managers and Board members may reasonably deem as being necessary as part of the role