Job description

Post:	Resident Experience Assistant	**Grade:**	Scale 3
Directorate:	Technical Resources	**Responsible to:**	Head of Resident Experience
Team:	Asset Compliance	**Responsible for:**	-

Purpose

The Resident Experience Assistant is responsible for providing administrative support to the Head of Resident Experience. They play a crucial role in delivering a fast, efficient, and value-for-money service that consistently achieves high levels of resident satisfaction.

Main duties & responsibilities

Administrative support

- Update systems, databases and trackers accurately, and in timely manner

- Collate information for complaints and access cases

- Organise, interrogate, and update data in accordance with Poplar HARCA's policies and procedures

- Raise orders in line with the organisation's policies, procedures and obligations

- Liaise with residents, internal teams, contractors and solicitors

- Arrange, schedule and record appointments

- Undertake all aspects of system administration with accuracy including:

  - issuing orders using the correct codes and job descriptions

  - assigning priority and target dates

  - adding notes, delays, feedback, quality control information, variations, and events

  - chasing outstanding and out of target repair orders

  - completing and cancelling orders

- Respond to emails and administrative service requests from contractors, suppliers, solicitors and colleagues

- Prepare routine correspondence, ensuring that replies are chased and monitored effectively

- Organise and log incoming correspondence

- Collate and present performance information

- Take responsibility for maintaining and updating knowledge relevant to the service

General

- Promote a positive image of Poplar HARCA in all contacts

- Identify and act upon concerns about fire, hygiene, health and safety and safeguarding

- Work with staff from across the organisation to resolve problems and improve services

- Perform other duties as may be required by managers

- Follow Poplar HARCA's standards of conduct and behaviour

POPLAR HARCA

Person specification

Post:	Resident Experience Assistant	**Team:**	Asset Compliance
Directorate:	Technical Resources	**Grade:**	Scale 3

All criteria are essential unless stated otherwise.

Qualifications & education	a. GCSE or equivalent level of education
Skills	Can: a. collate, update, and present data b. achieve deadlines in a fast-paced, high-pressure environment c. use MS Word, Excel and Outlook effectively d. work with accuracy and attention to detail e. communicate effectively verbally and in writing f. understand and apply numerical data g. build positive relationships h. engage in straight talking – clear and constructive
Experience	Has: a. worked in a similar role with a similar level of responsibility b. worked in repairs within social housing (desirable) c. updated systems, databases, and trackers
Knowledge	Knows: a. repair and/ or asset management processes (desirable) b. how ot follow processes and procedures c. data management practices d. service implications of working with diverse communities
Key competencies	a. putting others first b. achieving results c. open to change d. informed and informing e. personal progress f. partnership working

g.   problem solving