UNIVERSITY OF WARWICK

Job Description

Job title	Staff & Family Property Assistant
Department	Estates
Grade	3

Job purpose (a brief summary of the role)	To deliver a high standard of customer service within the Staff & Family Housing portfolio. To ensure legislation affecting housing and rents in the student and staff sector is adhered to. To liaise with tenants in all aspects of tenancy and provide detailed information and guidance as well as liaising with contractors, maintenance, and cleaning teams.
Duties and responsibilities	1. Respond to requests and/or complaints from tenants and input and monitor complaints and compliments. 2. General administrative work including using the Microsoft suite of packages. Also financial administration including dealing with raising of purchase orders via the University procurement system (Opera). 3. Arrange and monitor property repairs and cleaning for all staff houses to ensure this consistently meets the set standard and resolving if unsatisfactory. Liaising with both external and internal contracted staff and departmental colleagues, fostering and developing positive and productive relationships. 4. Carry out midterm and end-of-tenancy inspections and take inventories. Resolve any damage caused by tenants e.g. assessment and repair and any recharges. 5. Assist with the assessment of each property for general maintenance and refurbishment in line with ten-year management plan (interior, exterior and garden). Request resources for end letting periods as appropriate including painters, cleaners, contractors, maintenance, and the Estates Team. 6. Ensure that Health & Safety is maintained across all properties, including following policies and procedures dictated by current legislation. Carry out or check that the appropriate health and safety checks and audits are completed across all the properties to ensure that occupants adhere to all aspects of the Health and Safety policies and procedures. To communicate and educate appropriately where necessary. 7. Control and issue stock for properties, preparation and input of orders and ensure stock takes are carried out for linen and equipment. Demonstrate and endorse all aspects of the Estate's vision and values. Any other duties commensurate with the post.

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	Educated to A Level or equivalent experience.	A
E2	Experience with general administrative duties.	A,B & C
E3	Excellent interpersonal and communication skills, both verbal and written.	A & C
E4	Flexibility and an ability to adapt easily to change.	A & C
E5	Computer literate in Microsoft Word and Excel.	A,B & C
E6	Able to work under own initiative to tight deadlines.	A & C
E7	Enthusiastic and motivated individual able to achieve results and maintain set standards.	A & C
E8	Able to work effectively in a team- working environment.	A & C
E9	Self-motivated and able to work without direct supervision.	A & C
E10	Ability to problem-solve.	A & C
E11	Excellent organisational skills.	A & C
E12	Customer focused.	A & C
E13	Ability to carry out light manual handling duties.	A & C

Desirable Criterion No.	Desirable Criterion Description	*Measured by*
D1	Basic knowledge of current housing Legislation and Regulations.	A & C
D2	Possession of a full UK or EU equivalent licence, which has been in force for at least 1 year and have no serious driving convictions (any period of disqualification must have expired by at least 1 year).	A & C