

PROPERTY SERVICES OPERATIONS

ASSET & ENERGY TEAM

Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
HRA Energy and Asset Coordinator	Range 3		<p>See Job Profile for full duties. Main duties include:</p> <ul style="list-style-type: none"> Advertise garage vacancies effectively through multiple channels to attract and secure suitable tenants and maintain accurate waiting lists. Manage all stages of tenant sign-up, ensuring complete and accurate tenancy documentation and tenant eligibility verification. Monitor rent collection closely, managing arrears in line with policy and taking appropriate actions, including legal procedures if necessary. Provide prompt, professional responses to tenant enquiries, offering advice and first-contact resolution while signposting to relevant support when required. Raise, track, and follow up on garage repairs, liaising with property repair teams and 	<p>Requirements at this level:</p> <p>Qualifications</p> <ul style="list-style-type: none"> Level 2 qualification (e.g. minimum 5 GCSEs including English and Maths, NVQ or equivalent) Full UK driving licence and daily use of a car. <p>Knowledge</p> <ul style="list-style-type: none"> Demonstrable knowledge of safeguarding principles, GDPR, equality legislation, and health and safety protocols Understanding of housing or property management systems Knowledge of how Housing specific asset management systems operate <p>Experience</p> <ul style="list-style-type: none"> Experience handling property inspections ideally within social housing or property management Experience of hitting tight deadlines. 	<p>Requirements at this level in addition to level 4A:</p> <p>Qualifications</p> <ul style="list-style-type: none"> Completion of role specific training as identified on the HRA training matrix <p>Knowledge</p> <ul style="list-style-type: none"> Familiarity with council tenancy management and property maintenance policies and procedures Understanding of delivering work priorities to meet service standards and key performance indicators. High level understanding of Asset management within the social housing sector <p>Experience</p> <ul style="list-style-type: none"> Experience supporting property services teams, particularly in garage tenancy or social housing contexts Experience of using ICT databases and information within them to produce performance management reports, undertake data analysis and summarising conclusions. <p>Skills</p> <ul style="list-style-type: none"> Willingness to contribute ideas and assist with service improvement initiatives Ability to problem solve with creative ability 	<p>Requirements at this level in addition to level 4A and 4B:</p> <p>Qualifications</p> <ul style="list-style-type: none"> Completion of level 3 Chartered Institute of Housing qualification or equivalent related to the role Evidence of continued professional development <p>Knowledge</p> <ul style="list-style-type: none"> Comprehensive understanding of Asset management within the social housing sector Knowledge around repairs in relation to garages Knowledge of landlords health and safety compliance <p>Experience</p> <ul style="list-style-type: none"> Drive improvements within an asset management environment, enhancing resident satisfaction Experience of proactive resident engagement to meet our 'knowing our tenants' service objective Experience of applying value for money principles and practices.

			<p>contractors to ensure timely resolution.</p> <ul style="list-style-type: none"> • Conduct regular garage inspections every few months, record inspection outcomes, identify issues, and coordinate remedial actions. • Lead on any FOI responses required in relation to garage assets. • Maintain accurate and confidential electronic and manual tenancy records, including tenant correspondence, agreements, and inspection reports, using appropriate housing management systems. • Oversee the HRA's AICO portal, contacting tenants, and raising jobs as and when required. • Working closely with our contractors to make sure that the service is conforming with the requirements of Awaab's Law. • Assist colleagues in tenancy and property services by supporting bulk communications, contributing to estate inspections, and helping with other team initiatives. • Oversee the HRA General enquiries inbox, effectively triaging the enquiries received and distributing actions accordingly • Uphold adherence to council policies including equality, safeguarding, GDPR, health and safety, and other relevant regulations. 	<ul style="list-style-type: none"> • Experience of effectively managing a diverse workload. <p><u>Skills</u></p> <ul style="list-style-type: none"> • Strong administrative skills with attention to detail and accuracy in record-keeping • Excellent interpersonal and communication skills, capable of responding effectively both orally and in writing • Proficient IT skills including Microsoft Office (Word, Excel, Outlook, Teams) • Ability to manage workload priorities, meet deadlines, and work flexibly both independently and as part of a team • Ability to deal with a reasonable level of work-related pressure, for example working to tight deadlines, dealing with interruptions and/or conflicting demands. • Ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations, referring to line manager for unusual or difficult problems. 	<ul style="list-style-type: none"> • Able to analyse and present data in a clear format. • Able to demonstrate a high-level understanding of how an asset management system works in order to produce accurate reports. 	<ul style="list-style-type: none"> • Extensive experience of dealing with customer and contractor enquiries <p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to triage service requests received based upon information supplied. • Capable of providing general information, advice and guidance on internal procedures relating to property garage assets. • Able to write reports summarising asset data and provide recommendations for service improvement. • Ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working. • Ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences. • Able to support the driving of local improvements by ensuring the most appropriate course of action is taken in respect of noncompliance
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