Dovecotes Tenant Management Organisation

Job Description

Asset Repairs Administrator

Job Purpose

- To provide efficient administrative support to the Asset Team.
- To act as the first point of contact for incoming telephone calls, handle enquiries professionally, assess and prioritise repair requests and log them directly and accurately onto the internal CRM system.
- To assist the Asset Manager in the planning, monitoring and administration of repairs, voids, servicing and planned maintenance activities.
- To maintain accurate repair, contractor, stock and process invoices.
- To exercise sound administrative judgement and work independently within agreed procedures and delegated authority, particularly when prioritising repairs, planning operative workloads, coordinating access and maintaining service continuity in the department.
- To provide a professional, customer-focused service to residents of the Dovecotes Estate.

Key Responsibilities

- Provide day-to-day administrative support under the Asset Manager's direction.
- Lead on incoming calls, assess repair urgency and record accurate contact, access, vulnerability and appointment details in the CRM.
- Manage generic mailboxes, prioritise messages, respond where authorised and route emails promptly.
- Liaise with operatives, contractors and Wolverhampton Homes; issue works orders and monitor completion.
- Keep tenants informed about appointments, access, progress, delays and completion.
- Maintain the Maintenance Operative's weekly planner, balancing priorities, appointments, voids, access, travel and resources.
- Monitor outstanding jobs, no-access cases and contractor workloads; chase and escalate where required.
- Process works orders within delegated authority and verify costs, invoices, coding, variations and completion evidence.
- Maintain stock records, order approved items and support stocktakes.
- Collate resident feedback and report service issues to relevant leads.
- Administer rechargeable repairs under Dovecotes TMO procedures.
- Retain evidence for insurance, disrepair, Section 11 and other property claims without determining liability.
- Arrange contractor meetings and manage minutes and actions.
- Maintain accurate records and audit trails across approved systems.
- Prepare correspondence, notices, information packs and surveys.
- Report environmental and communal issues to the appropriate service.
- Provide cross-office reception, call, inbox, post, scanning and signposting cover within role boundaries.
- Support allocated office, building and contractor-access administration.
- Attend meetings, training, development and appraisal, and support staff induction.
- Work flexibly, including authorised out-of-hours duties where required, in line with contractual, time-off and payment arrangements.

- Undertake other reasonable duties appropriate to the role and grade.

Health, Safety and Compliance

- Comply with Dovecotes TMO policies and procedures, including health and safety, safeguarding, lone working, equality, data protection, confidentiality, customer care and records management.
- Support annual gas servicing, periodic electrical inspections and other statutory, cyclical or property-compliance programmes, maintaining accurate appointments, access records, evidence and escalation routes.
- Recognise and promptly escalate safeguarding, damp and mould, asbestos, legionella, fire-safety, property-condition, vulnerability, health, safety or wellbeing concerns through the correct procedure.
- Keep current with role-relevant legislation, guidance, procedures and training, including asbestos awareness, legionella awareness, damp, mould and condensation, Awaab's Law requirements, safeguarding, lone working, data protection and repairs-prioritisation procedures.
- Maintain authorised office and building compliance logs and checks where allocated, provided suitable training, written procedures and management oversight are in place.
- Protect personal information, share only what is necessary and authorised, and maintain clear, factual and secure records across all systems.
- Follow risk assessments and safe systems of work for office duties, property visits, key control, contractor access and any activity outside normal working arrangements.
- Report accidents, incidents, near misses, hazards, security concerns, system errors and suspected information breaches promptly.
- Complete an initial Basic DBS check after a conditional offer under Dovecotes TMO's staff-vetting policy. Any repeat check will take place only after a documented review confirms that it remains lawful, necessary and proportionate.
- Work within training, competence and delegated authority, seeking technical or management advice where a decision may create safety, legal, financial or service risk.

Essential Qualifications, Skills and Experience

- A good standard of general education, including effective literacy and numeracy.
- Administrative and customer-service experience in a responsive service environment.
- Experience of maintaining accurate computerised records, audit trails and supporting documents.
- Confident and professional telephone and email handling, including first-point-of-contact call handling and management of generic mailboxes.
- Ability to ask relevant questions, identify repair risk and urgency, prioritise emergency, urgent and routine work and create an accurate CRM repair record.
- Ability to organise competing workloads, plan operative appointments, monitor deadlines and follow actions through to completion.
- Clear and accurate written communication and the ability to communicate respectfully with residents, contractors, colleagues and partner organisations.
- Strong attention to detail, numeracy and judgement when checking works orders, invoices, coding, completion evidence, stock records and performance information.
- Good digital skills, including email, word processing, spreadsheets and the ability to learn and use CRM, housing, document-management and finance systems.
- Ability to maintain confidentiality, apply data-protection principles and recognise when safeguarding, property-safety or wellbeing concerns require escalation.
- Ability to work independently within agreed procedures and delegated authority and collaboratively as part of a team.
- Willingness to complete an initial Basic DBS check after a conditional offer in accordance with Dovecotes TMO's staff-vetting policy and approved lawful process. Any repeat check will be subject to a separate documented review.
- Ability to attend meetings, training, property visits and external access appointments and to work flexibly in a responsive repairs service, subject to risk controls and reasonable adjustments.

Desirable Qualifications and Experience

- CIH Level 3 Certificate in Housing Practice, or an equivalent recognised Level 3 housing qualification. This is desirable, not essential. If the successful candidate does not already hold it, Dovecotes TMO will arrange and fund the training subject to successful completion of probation, operational need, budget approval and any applicable training agreement.
- A relevant qualification in administration, business, housing or customer service.
- Experience of social-housing repairs and maintenance, works-order processing, repairs prioritisation or contractor administration.
- Experience of planning operative workloads, coordinating void properties, supporting planned programmes or monitoring statutory servicing.
- Experience of invoice checking, schedule-of-rates or coding information, stock control, rechargeable repairs or claims evidence.
- Experience of NEC/Northgate or an equivalent housing system, document management, Agresso or another finance system, and intermediate Excel.
- Experience of resident satisfaction monitoring or data-quality checking.
- Current or recent training in safeguarding, equality and inclusion, data protection, customer service, asbestos awareness, legionella awareness, damp and mould or lone working.
- Experience of working directly with residents in their homes or in a community-based service.
- HHSRS Level 2 training. This is desirable, not essential. If the successful candidate does not already hold it, Dovecotes TMO will arrange and fund the training as part of the role, subject to operational arrangements.
- Experience of supporting the induction or practical training of colleagues.

Values and Behaviours

- Resident-focused, courteous and professional, with a commitment to accessible and responsive customer service.
- Accurate, organised and conscientious, with clear ownership of records, deadlines and follow-up actions.
- Calm and respectful when handling urgent, sensitive, complex or challenging enquiries.
- Reliable, punctual and accountable for the quality of work and decisions made within delegated authority.
- Inclusive and fair, recognising different communication, access and support needs and avoiding assumptions.
- Collaborative and constructive, building effective working relationships with residents, colleagues, contractors and partner organisations.
- Positive, adaptable and solution-focused, with a willingness to learn and support continuous improvement.
- Committed to confidentiality, safeguarding, safe homes, value for money and responsible use of organisational resources.
- Understands Tenant Management and supports the principles and practicalities of a resident-led organisation delivering services on behalf of the landlord.

Note: This job description describes the principal duties of the post but is not exhaustive. Duties may be reviewed and varied to reflect service requirements, subject to the responsibilities and grade of the post and any reasonable adjustments required.

Dovecotes Tenant Management Organisation

Person Specification

Post: Asset Repairs Administrator
Salary: £26,403 per annum — Pay Grade 4
Start date: 27 January 2027

Job Purpose and Role

• To act as the first point of contact for incoming calls, assess and prioritise enquiries, log accurate repair requests directly onto the internal CRM system, and manage designated generic mailboxes by responding or distributing emails to the correct contact or department.
• To administer repairs, works orders, appointments, operative work plans, contractor activity, voids, planned programmes and property-compliance actions through to completion.
• To provide professional resident, contractor and partner communication, coordinate access, maintain service continuity within delegated authority and escalate technical, financial, safeguarding or safety-critical matters appropriately.
• To maintain accurate CRM, housing, document-management, finance, stock, invoice, claims, KPI and customer-feedback records and produce reliable monitoring information.

Criteria	Essential	Desirable	How Identified
Education Standard	• GCSE English and Mathematics, or equivalent qualifications.	• CIH Level 3 Certificate in Housing Practice, or an equivalent recognised Level 3 housing qualification. • An additional relevant qualification in administration, business, housing or customer service. • CIH Level 3 is desirable, not essential. If the successful candidate does not already hold it, Dovecotes TMO will arrange and fund the training subject to successful completion of probation, operational need, budget approval and any applicable training agreement.	• Application Form • Interview • Certificates
Training	• Basic awareness of health and safety, data protection, equality and customer care. • Willingness to undertake and maintain role-relevant training.	• HHSRS Level 2 training. • Training in housing or repairs systems, safeguarding, equality and inclusion, data protection or customer service. • HHSRS Level 2 is desirable, not essential. If the successful candidate does not already hold it, Dovecotes TMO will arrange and fund the training as part of the role, subject to operational arrangements.	• Application Form • Interview • Certificates
Experience	• Administrative and customer-service	• Experience in social housing repairs and maintenance.	• Application Form

	experience in a responsive service. • Maintaining accurate computerised records. • Handling telephone, face-to-face and written enquiries. • Organising competing workloads. • Monitoring actions through to completion. • Producing reliable information from different sources.	• Repairs diagnosis or prioritisation. • Works-order processing. • Operative work planning. • Contractor and programme-work liaison. • Invoice checking and coding. • Stock control. • Void-property coordination. • Compliance programmes. • Resident satisfaction work. • Claims evidence. • KPI analysis or performance reporting.	• Interview • References • Assessments
Knowledge & Skills	• Clear written and verbal communication. • Confident and professional telephone and email handling. • Ability to lead on incoming repairs calls, ask appropriate diagnostic questions and log accurate repair requests directly onto an internal CRM system. • Ability to manage generic mailboxes, identify urgency and subject matter, respond within delegated authority and distribute emails promptly to the correct contact or department. • Accurate data entry, coding and audit trails. • Strong numeracy and attention to detail. • Ability to prioritise emergency, urgent and routine work. • Ability to plan operative workloads and coordinate access. • Ability to check invoices and interpret performance information. • Sound judgement about delegated authority and escalation. • Professional resident and contractor communication. • Ability to maintain confidentiality and recognise safeguarding, property-safety, damp and mould or wellbeing concerns.	• Knowledge of social-housing repairs standards, KPI timescales, voids, gas and electrical servicing, asbestos, damp and mould, legionella and planned works. • Experience of NEC/Northgate or an equivalent housing system. • Experience of document management. • Experience of Agresso or another finance system. • Intermediate Excel skills for monitoring, checking and reporting.	• Application Form • Interview • Assessments
Personal Qualities	• Able to work on own initiative and as part of a team.	• Assertive. • Flexible.	• Interview • References

	• Organised, conscientious, reliable, polite and professional. • Able to remain calm when dealing with challenging enquiries.	• Able to build positive relationships with tenants, colleagues and contractors.	
Interests & Motivation related to the job	• Self-motivated. • Good timekeeping. • Conscientious and committed to an efficient repairs service. • Willingness to develop relevant knowledge and skills.	• Interest in social housing, repairs and maintenance and tenant-led services. • Commitment to continuous improvement.	• Application Form • Interview • References
Commitment	• Commitment to customer care. • Commitment to equal opportunities. • Commitment to health and safety. • Commitment to data protection and confidentiality. • Commitment to quality service and Dovecotes TMO.	• Understanding of Tenant Management. • Commitment to its principles and practicalities.	• Interview • References
Other Requirements	• Ability to attend meetings, training, property visits and external access appointments. • Ability to work flexibly in a responsive repairs service, including occasional authorised work outside normal hours where reasonably required. • Ability to undertake lone visits subject to risk assessment, training, procedures and reasonable adjustments. • No direct reports, but the postholder must be able to plan and schedule work for an operative and support new-staff induction without exercising line-management authority.	• Experience working directly with residents in their homes or a community-based service.	• Application Form • Interview