

Job Description

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| Job Title: | Administrator |
| Division: | Maintenance (Fire Risk Assessment) |
| Reports to: | Divisional Manager / Project Manager |
| Direct Reports: | Project Manager |
| Main Interfaces: | Residents, Clients, Sub Contractors, Axis Employees |

Overall Purpose

Managing the day-to-day administration of FRA services provided by the business in such a way that reporting, invoicing and sub contact payments are maintained.

Key Tasks / Activities / Responsibilities

- Manage and process orders received for Fire Protection works.
- Manage appointments for Fire Door installations and any other associated FRA works.
- Update reports with order information.
- Attend contract meetings and provide up to date information to clients.
- Attend sub contractor meetings and ensure that all reporting information is available.
- Meeting minutes.
- Live telephone customer satisfaction inspections to be carried out if required.
- Follow the organisation's policies and procedures at all times.
- Liaise with colleagues from other departments and respond in a timely manner if and when necessary.
- Provide information to your line manager in a timely manner when requested to do so.
- Follow and support policies, procedures, initiatives and work instructions related to sustainability improvement and environmental compliance.
- Manage and respond to complaints received.

Person Specification

Key Knowledge

- IT Literate
- Maintenance works within social housing sector
- Maintenance sector terminology
- KPIs
- ROCC/Opti-time/DRS
- Call Scripts

Key Skills

- Customer Service focused
- Excellent Communication skills
- Ability to identify problems
- Ability to identify customers' needs
- Willing to go the extra mile to deal with a difficult situation
- Ability to prioritise issues
- Ability to meet tight deadlines

- Ability to work under pressure
- Attention to detail
- Team player
- Report writing
- Excel reporting
- Statistical analysis of data to identify trends

Key Experience

- Call centre environment
- Maintenance
- Customer service

Other Key Information

- Excellent Work ethic
- Treating others with respect
- Flexibility to adapt to working days
- All staff has a personal responsibility and accountability to Axis to ensure that their day to day activities adhere to the Sustainability Policy Statement and Plan and minimise the impact upon the environment.
- It is the responsibility of all staff to ensure that their day to day activities embrace sustainability and reduce the impact upon the environment by minimise waste and maximise recycling; saving energy; minimise water usage and report any electrical faults, water leakage or other environmental concerns to the facilities or line manager.

I have read and understood the provisions of this job description.

I understand that this document forms part of my employment and I hereby confirm my agreement with its provisions.

Name:

Signature:

Date: