

Role Profile – The What, The Where, The How

POSITION	Technical Assistant		
TEAM	Technical Services	LOCATION	Coastline House
VERSION	3	LAST UPDATED	September 2023

THE PURPOSE OF THIS ROLE IS TO

To provide technical and administrative support to the Asset Management team, with a particular focus on data validation, analysis and reporting. The role holder will assist the Asset Data Supervisor but will operate independently to ensure effective data quality assurance.

This role has a broad remit as the job holder will be given opportunities to learn and acquire skills within the Asset Management Team of Technical Services.

Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. To assist colleagues in day-to-day Asset Management activities.
2. To independently validate and verify regulatory compliance data on an ongoing basis.
3. Support the maintenance of high-quality property data. This will include:
4. Compliance dashboard maintenance
5. Production of the weekly compliance overview report
6. Bespoke data exports and reports
7. Production of key performance indicators
8. Supporting data management through quality assurance review
9. Intranet and website editing
10. Production of cyclical works orders to ensure that all regular (cyclical) works order are raised on time to avoid a regulatory compliance failure.
11. To carry out general administrative tasks such as data entry, file management, document processing and basic research.
12. To assist in the production of bulk works orders.
13. To gain an understanding of databases and reporting together with the validation procedures necessary to ensure continuous accuracy.

14. Assisting in data sharing with customers through the customer portal including provision of asbestos survey information and regulatory records such as gas safety certificates.
15. Take an active involvement in monitoring and updating property asset information.
16. Producing independent performance and management reports. This will also include legal and statutory compliance such as gas safety, electrical safety, Legionella, asbestos and fire safety.
17. To deal with external and internal land ownership enquiries, providing tenancy plans and maintaining the GIS property terrier.
18. Provide support with data held on internal and external databases, implementing validation processes and undertake investigations as necessary to maintain ongoing data accuracy.
19. To participate in the collation and input of performance indicator data, working both individually and as a team to ensure performance is kept on target.
20. Production of procedures and guidance relevant to the role including flowcharts and customer guidance/articles.
21. To assist in the preparation of customer information and guidance including handbooks and newsletter articles.
22. To undertake structured training, including professional housing training required and placement with other teams to acquire broad-based housing experience.
23. To undertake project-based work under the supervision as required.
24. Any other duties commensurate with the grade of the role

Person Specification – The Who

PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
 - Put our customers first
 - Be open, honest and accountable
 - Value each other
 - Strive to be the best
- Able to work as a team member as well as on own initiative
- Analytical and organised with great attention to detail and 'Right first time' approach to work
- Good standard of education, with a minimum of 5 GCSEs grade C or above.
- Knowledge and understanding of the role of social housing and what Housing Associations do.
- Experience in using and interrogating database applications.

- Some experience in the following would be an advantage:
 - Full driving licence and access to vehicle.
 - SQL analysis or Crystal Reporting qualification
 - Basic understanding of maintenance related services
 - Knowledge of Civica Universal Housing Management system

General Obligations – For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

REPORTING

- Reports to the Safety Services Manager and to nominated staff for specific projects or assignments.

CONTACTS

Internal

- CHL staff teams

External

- Customers
- Contractors
- Partnership Agencies
- Cornwall Council and other involved statutory bodies.

