

JOB DESCRIPTION

Job title: Project Assistant (Housing Operations)

Reports to: Senior Surveyor

Line Management: None

Job summary

- Assisting the Project Manager(s) in the delivery of the Trusts Planned Programme of works.
- Liaising with both internal and external stakeholders for reporting requirements collating and controlling the information the projects generate; inputting this into the asset management and compliance systems.
- Dealing with queries and issues related to Planned Projects and major repairs, liaising with contractors and tenants.
- Producing and sending communications in relation to Planned projects and works.
- Arrange and Conduct customer satisfaction surveys on completion of works.
- Ensure that customer liaison forms a major part of the planning and delivery of maintenance programmes and tenants receive a customer focused service.
- Provide some administrative support to Estate Surveyors.
- Undertake any other reasonable duties within own skills and experience.

Person Specification

	ESSENTIAL	DESIRABLE
Qualifications / Education		
PRINCE 2 or equivalent PM qualification		X
Previous experience in a similar role in a project Management Team	X	
IT literate in Microsoft Office and Outlook	X	
Experience in using asset management and project management software		X
Knowledge, Skills & Experience		
Excellent time management and organisation skills	X	
Customer focused, good communicator with excellent problem solving skills including dealing with customer complaints	X	
Ability to develop and maintain professional relationships at all levels.	X	
Ability to prioritise and balance conflicting demands		X
Proven knowledge and experience in building safety and all aspects of H&S		X
Strong experience in contract administration	X	
Personal Qualities		
Dynamic, flexible and innovative, leads change using best practice from other sectors	X	
Team player who works efficiently with other stakeholders	X	
Self-motivated, unafraid to challenge and be challenged, lives organisational values	X	
Able to build relationships, trust & credibility with diverse audiences	X	
A problem solver, with clear evidence of a proactive, collaborative & agile mindset		X
Clear identification with charitable purpose and tireless working for beneficiaries		X
A clean driving licence		X