



Registered as a Scottish Charity - No. SC030751

Job Description

Job Title:	Factoring Assistant Full time and Temporary to 31.03.2020
Department/Section:	Assets and Investment
Location:	Galashiels / Selkirk
Salary:	Starting Salary £17,411
Reports To:	Maintenance Coordinator
Closing Date:	8th March 2019
Date:	March 2019

Overall Purpose

To provide a high quality mobile Factoring Service to tenants and owners, to a timetable agreed with the Maintenance Co-ordinator in consultation with service recipients.

Principal Accountabilities

1. To regularly vacuum/sweep and clean all of the stairs and landings.
2. To immediately clear any exceptional soiling.
3. To regularly clean window glass inside and out, where accessible and safe to do so.
4. To regularly wash walls in common areas and remove, where possible, offensive marks from all visible surfaces.
5. To provide general supervision of all common areas (including drying areas and other external areas) and stairs, ensuring they are kept clear of obstruction and that any vandalism is reported immediately.
6. To keep the blocks and surrounding areas generally tidy and to check bin stores to ensure they are regularly cleared.
7. To report when animals are causing a nuisance.
8. To deliver customer satisfaction slips to all tenants/owners receiving the service.
9. To complete and sign the form in each block at every visit to confirm time/date of visit and those duties completed.
10. To report repairs in communal areas to SBHA's Repairs Line, and estate management problems to the Maintenance Co-ordinator.

Leadership

1. Always perform to the highest possible standards and behave as an ambassador for the Association
2. Connect with the Associations values and objectives contributing to these within the role
3. Be open to change and new ways of working which improve services to tenants and Service Users and/or increase Value for Money.

Information Systems

1. Maintain relevant records of work activities as appropriate

Team Working

2. Be an effective team member ensuring the delivery of a professional service
3. Develop effective working relationships with all internal and external customers
4. Work with colleagues to achieve functions / sections objectives
5. To facilitate and ensure good communication, liaison, co-operation and support in respect of the Association's Tenants and other customers, to ensure their welfare and interests are protected throughout the maintenance and improvement process.

Performance

1. Facilitate and promote the achievement of good performance within defined frameworks
2. Meet personal and team targets as stipulated by senior management
3. Contribute to effective communication processes within and without the function/section
4. Contribute to setting performance targets within function/section and the delivery of these

Customer Service

1. Be aware of SBHAs Customer Service Standards and ensure that these are met at all times
2. To contribute to the promotion of the Association in the community and to all external stakeholders
3. Maintain awareness of Tenant Participation as a commitment by SBHA to its tenants

Connecting with our Communities

1. Maintain strong links with the Communities we serve
2. Develop an understanding of the different communities, with differing needs, and respond accordingly

General

1. To promote safe behaviours and take responsibility for ensuring that the Association's policies and procedures for Health & Safety at Work are observed throughout the organisation.
2. To observe and continually promote equal opportunities and customer care in compliance with Association policy.
3. To model and promote behaviours consistent with SBHAs Staff Charter and Staff Code of Conduct
4. To commit to personal continuous professional development to maintain relevant up to date skills for personal and Association's benefit.
5. To carry out any other duties appropriate to this post, as necessary or as requested.

Contacts

Internal: Maintenance Co-ordinator, Neighbourhood Services Co-ordinator, Tradesmen and SBHA all Asset and Investment Staff.

External: Tenants and other customers.

Working Environment

You will be required on occasions to work outwith and in excess of normal working hours. For SBHA grades 1 – 4, no additional payment will be made in this regard. For SBHA grades 3 and 4, compensation will be made in the form of time off in lieu.

You will be required to travel within Scottish Borders area and occasionally outwith.

PERSON SPECIFICATION

Job Title: Factoring Assistant
Department/Section: Maintenance Co-ordinator
Date: March 2019

Requirement	Value		Assessed at			
	Essential	Desirable	Application	Interview	Test	Presentation
1. Education & Qualifications						
Minimum of three standard grade passes, including English and maths or equivalent		✓	✓			
2. Experience						
Experience in the cleaning and clearance of domestic and commercial premises		✓	✓	✓		
3. Knowledge						
Awareness of Health and Safety including lone working	✓		✓	✓		
4. Skills and Abilities						
Able to carry out work with the minimum of supervision	✓		✓	✓		
Able to use a smart phone	✓		✓	✓		
Able to carry out duties to a high quality standard with the minimum disruption to tenants and other building occupants	✓		✓	✓		
Proven customer care skills	✓		✓	✓		
5. Other Requirements						
Committed, flexible and adaptable approach to work requirements and welcomes change	✓		✓	✓		
Understands the need for, and is committed to continuous improvement.	✓		✓	✓		
Possession of a full driving license and access to own transport	✓		✓	✓		