



## JOB DESCRIPTION

Job Title: Care & Repair Administrator  
Responsible to: Depute Director  
Reporting to: Care and Repair Manager  
Hours: 14 hours per week

### OBJECTIVES OF THE POST

To provide an efficient administrative service to the Glasgow Care and Repair Team. Be responsible for collecting data and maintaining the Care & Repair Database. Undertake general administrative duties to support service delivery and in particular be the first point of contact for clients, carers and professional agencies.

### PRINCIPLE DUTIES

#### Administration

1. To be the first point of contact for clients, carers and professional agencies, making contact by telephone and email.
2. Create or update client files, recording the detail of their enquiries directly onto the Care and Repair database. Where appropriate, refer or signpost to the Care & Repair Advisors, other members of the Care & Repair Team, other Southside HA teams such as Welfare Rights, Community Connectors and external agencies and contractors.
3. Prepare Job Sheets for the Handyperson Services.
4. Assist the Manager in allocating tasks to the Handyperson staff and volunteers routinely and where required allocate urgent tasks directly.
5. Assist the manager, when required by liaising with the volunteers, for example, confirming availability, issuing job sheets, receiving feedback on return from jobs.

6. Arrange appointments for a Care & Repair Handy person staff and volunteers to visit service users to assess/carry out jobs ensuring that security and all other relevant information is in place. This may involve liaising with family, carers and staff from other agencies and may involve some clients who have POA, guardianship or other orders in place.
7. Ordering materials for the Handy person Service.
8. Order uniforms and PPE.
9. Issue feedback forms, information, letters etc. to clients.
10. Collate and process feedback received.
11. Ensure that all steps are taken to ensure that correct permissions are in place for works in communal areas.
12. To provide general administrative support within the team and ensure the smooth running of this aspect of the service.

### **Finance**

13. Be responsible for the Care & Repair Petty Cash process.
14. Collect pre-payments for materials.
15. Invoice for materials where they have not been paid for directly or in advance.
16. Gather and record money paid to the handy person staff and volunteers and pass to finance.
17. Record donations received and pass to finance, issuing an acknowledgment for larger amounts.

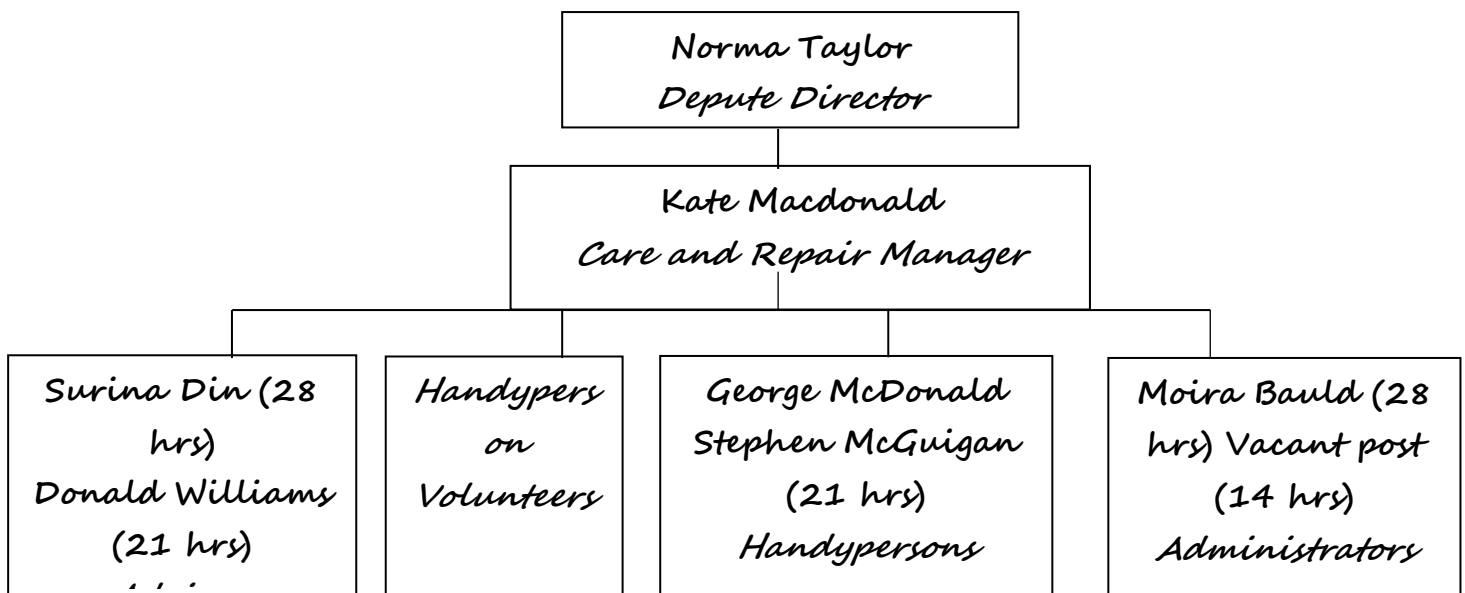
### **Monitoring and Quality Assurance**

18. To gather and process information to assist with the monitoring and evaluation of the service to meet priorities and deadlines.
19. Deal directly with minor complaints or refer more serious complaints to a senior member of the team.
20. Contribute to the development of the service through review and continuous improvement, including achieving and maintaining the Quality Mark.
21. Work with other staff members to achieve the aims and objectives of the Care & Repair Team including meeting recognised standards and regulation.

GENERAL

- 22. Attend staff meetings as required.
- 23. Provide support and assistance to trainees as required.
- 24. Participate in regular supervision with your line manager.
- 25. To attend appropriate training seminars, conferences or other events as required.
- 26. To provide occasional administrative cover to Southside Housing Association.
- 27. Any other duties consistent with the post as required.

Position in Structure



Reward, incentive, conditions:

EVH Grade 4 PA9 – PA12, £21,154 - £23,921 (pro-rata)

14 hour working week over 2 days a week, (Monday to Friday, days TBA) 9.00am – 5.00pm.

Salaried position with 25 days annual leave plus 15 days public holidays (pro-rata)

Company Pension Scheme

Person Specification: separate document

Any special circumstances or planning issues:  
Must be flexible to work additional days as required to cover leave or other business requirements.

Job Holder: .....

Issue Date: .....