

**JOB DESCRIPTION**

**Job Title:** Project Assistant

**Department:** Development

**Salary:** £23,168 - £24,553 per annum

**Responsible to:** Senior Project Officer

**Main Purpose of Post:** The effective and efficient administration of the Defects Liability activities associated with each completed project. Key activities include ensuring timeous reporting and action by contractors, coordinating End of Defects Inspections and good communication with tenants as to progress, difficulties and outcomes.

**Main Duties and Responsibilities:**

The Projects Assistant will work with the Development team providing support services to all, in tandem with administering the DLP process. More specifically the Main duties and responsibilities of the post shall be:-

* Provide an administrative service to the Development Department including word processing, minute taking and distribution of minutes of all the internal departmental team meetings.
* Prepare and collate statistical reports as required.
* Assist in the preparation of Committee reports as required. This includes reports on the defect trends, customer satisfaction surveys on a regular basis and assisting in the compilation of the Strategy and Development Funding Plan annually.
* Assist in the maintenance of project data and updating the project management database regularly.
* Assist in the maintenance of data on the overall programme including submissions and target dates.
* Assist the Development team in the collation and maintenance of Key Performance Indicators.
* Attend as required and assist at hand-over of a development.
* Process and distribute defect complaints, liaising directly with contractors, customers, maintenance officers and customer service assistants as well as other member of the Development Team.
* Proactively monitor outstanding repairs and response times, liaising directly with customers, contractors and consultants.
* Maintain and regularly update the Defect Liability database and files, including populating the QL data base.
* Assist the Development team in the updating of and issue of departmental policies and procedures.
* Carry out all administration with regards to ordering and invoices for the department including checking, passing to finance for payment.
* Deal with enquiries from external and internal customers, contractors and consultants.
* Any other duties as required by the Projects Officers, Senior Projects Officer, Projects Manager or Director of Development.

**Customer and Partnership Working:** Work constructively with all stakeholders involved in the development process seeking to provide and contribute to the association’s objective for pro-active partnership working and excellent customer service. More specifically but not exclusively with the following:-

* Local Authorities and Scottish Government officers.
* Internal Department staff not least Housing, Finance, Property and Hillcrest Enterprises staff.
* Tenants of Hillcrest Homes, Hillcrest Enterprises and other agencies to who services may be provided.
* Contribute to production of communication material to tenants and other stakeholders including newsletters, annual report, social media and web site.

**To attend meetings out of hours (where applicable) as required, and carry out any other reasonable duties as required by the organisation.**

**Version:** PA2

**Date:** 5th March 2019



**CONDITIONS OF SERVICE**

**Hours:** Hours are 35.25 hours per week. Where additional hours are worked, overtime will be paid (must exceed full time hours if part time) or time off in lieu given, depending on the organisational requirements. A flexi system is in operation.

**Contract:** 12 month Fixed Term Post. All posts are subject to a 6 month probationary period. A formal review will take place at 2, 4 and 6 months.

**Salary:** Salaries are paid monthly, directly into a bank account of your choice. The salary for the post is £23,168 - £24,553 per annum. It is policy to commence on the first point of the salary scale unless, at the Manager’s discretion, an alternative agreement is reached.

**Pension:** Employees will initially be enrolled in the Governments statutory auto-enrolment scheme, which is a Defined Contribution scheme with a company called NOW Pensions. At present staff contribute 5% with the employer 3% to the scheme as of 1st April 2019. Further details of the scheme are available from the payroll team.

Employees with a contract of 6 months or more can however opt out of the auto-enrolment scheme and request to join Hillcrest Homes Defined Contribution Scheme with the TPT Retirement Solutions where the employee currently contributes 8.5% of earnings and the Organisation’s contribution is 8.5%.

**Health Plan:** Employee’s are automatically given free admission to the Health Plan Scheme. The cost for this is met by the Employer. Details will be sent out with the Contract of Employment.

**Annual Leave: Leave year runs from 1st January - 31st December.** Annual Leave entitlement is 225.6 hours per annum, rising to 260.85 hours over a 5 year period. 5 days Public holidays have been included in this annual leave entitlement. Managers will commence on 260.85 hours. You are required to retain 35.25 hours annual leave (or part time equivalent) to cover the shutdown period over Christmas and New Year **Annual leave is calculated on a pro rata basis for part time staff**

**General:** Hillcrest Homes have their own system in place for negotiating annual pay increases. All employees have the right to join a trade union if they so wish.

**Smoking:** The person appointed will be working in a non-smoking environment. There are no designated smoking areas within the office. Smoking is permitted outside the building and should be out of view of clients and, or customers. This includes the use of E-cigarettes. Employees who are required to carry out their duties in buildings which are outwith the control of the Association are jointly responsible for minimising their own exposure to risk factors such as passive smoking.

**Qualifications:** Any offer will be subject to proof of qualifications essential, and where appropriate desirable, to the post.

**Rehabilitation of** If you have any unspent convictions you must declare

**Offenders Act 1974:** this on your application form.

In relation to ‘spent’ convictions, there is a list of convictions which must always be declared and a list of convictions that are declared, subject to rules. Failure to disclose relevant information will be regarded as a breach of trust and could lead to dismissal, disciplinary action or withdrawal of offers of employment.

If you are unsure whether or not you need to disclose a conviction and, or caution, please contact our Human Resources Department for further advice, or you can check by accessing Disclosure Scotland’s website at [www.disclosurescotland.co.uk](http://www.disclosurescotland.co.uk/) and check the ‘Frequently Asked Questions’.

Please note that all successful applicants will be subject to a Disclosure check through Disclosure Scotland.

**HAVING A CRIMINAL RECORD WILL NOT NECESSARILY DEBAR YOU FROM WORKING WITH HILLCREST HOMES. THIS WILL DEPEND ON THE NATURE OF THE POSITION, TOGETHER WITH THE CIRCUMSTANCES AND BACKGROUND OF YOUR OFFENCES.**

**Equal Opportunities:** Hillcrest Homes is striving to be an equal opportunities employer and has adopted a Policy which aims to ensure that no job applicant receives less favourable treatment on grounds of race, colour, ethnic and national origins, marital status, gender, age, religion, disability, political or sexual orientations, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

**Applications:** Please forward applications before the closing date **C.V.’s will not be considered.**



**Person Specification – Projects Assistant**

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| **Attribute** | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualifications** | * Numeracy and English Language Skills
* Typing Skills
* Microsoft Office
 | * Standard Grade or equivalent in secretarial, technical or administration qualification
 | Application FormCertificates |
| **Experience** | * Relevant experience within a similar organisation
* Previous experience within a relevant department
 | * Experience of working for a Housing Association, Building Consultants or contracting organisation
 | Application FormInterview |
| **Proven Competencies**  | * Be able to demonstrate as high degree of IT skills particularly in the use of Microsoft Word, Excel & PowerPoint
* Be able to demonstrate a good knowledge of housing development processes
* Able to evidence good Time Management
* Able to evidence strong, effective communications and influencing skills
* Ability to meet deadlines
* Able to Develop and Maintain positive working relationships
* Able to demonstrate Planning and Organisational skills
* Able to demonstrate significant professional and technical knowledge relevant to the role
* Ability to use a Problem Solving approach to respond positively to enquiries.
* Ability to Promote Improvements
 | * Presentation Skills
 | Application FormInterviewReferences forVerification.Test and, or Written Exercise |
| **Role Specific Requirements** | * Willingness and ability to work outside standard office hours if required.
* Hold a valid Driving Licence and have access to own car.
 | * Holder of a Valid CSCS card
 | To evidence at InterviewReferences for verification |