

## **Overview of Technical Services Assistant Role** **Full time, permanent position**

The Technical Services Department's main aim is to provide our customers with a high quality and customer focused service that maintains our homes to the standards our customers expect. This includes a range of functions such as reactive, void and planned maintenance work and a factoring service, in addition to providing technical knowledge and support to the Association and its customers. We are a highly motivated team committed to promoting the vision and values of the Association. The core skills of the department are administration, communication, problem solving, team working, tenant liaison and project management.

The main focus of the Technical Services department is to ensure our assets are maintained and improved, whilst ensuring that our customers are satisfied and we work within our budgets. We are committed to ensuring that the legislative responsibilities and compliance requirements are adhered to and we are accountable to our Management Committee for ensuring we provide regular, accurate and specific reports on our activities.

The focus of the Technical Services Assistant is to provide a first-class customer service to our tenants and service users. The assistant will provide administrative, support primarily to all members of the Technical Services team but reports directly to the Technical Services Manager. It is expected that the post holder will have or is willing to learn the general knowledge and skills as noted in the person specification.

The core skills are administration, including a good working knowledge of Microsoft Office packages in the production of Excel reports and Word letters. You must be an excellent communicator (written and verbal), which is key to interacting with our customers, contractors, colleagues and other external agencies. Working effectively and efficiently, both within a team setting and on your own and demonstrating an ability to make informed decisions is crucial to this role.

All staff of the Association must understand and implement the core behaviours of Clydesdale Housing Association and understand and adhere to the Terms and Conditions of Employment and the Association's Code of Conduct. Adherence to Equality practices and relevant GDPR and FOI legislation will be expected

The full job itemised job description is attached.