**Yorkshire Housing Role Profile**

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| **Job title:** | PFI Administrator Apprentice | **Leader of others:** | No |
| **Reports to:** | Contract and Performance Team Leader | **Contract type:** | Fixed Term |
| **Business Area** | Swarcliffe PFI | **Budget holder?** | No |

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| **Job purpose** |
| This role joins the Swarcliffe team providing a proactive administrative service. The Swarcliffe technical team is responsible for reactive, void, planned maintenance and compliance works of circa 1400 properties, this is on behalf of Yorkshire Transformations and working closely with Leeds City Council under the Swarcliffe PFI contract.  As this is an administrative role, the post holder will be given all the necessary training on current systems and our expert team will be on hand to guide your personal and technical development throughout.  The post holder will have four days a week in the workplace learning on the job and one study day, working towards the Level 3 Business Administrator qualification. As part of this role, the post holder is expected to attend the required training complete the required assignments, along with any associated tests. |

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| **Key responsibilities** |
| * Arranging and understand the varied repairs and maintenance works undertaken by the Swarcliffe PFI repairs team, the associated materials and the related health and safety aspects necessary * Producing various reports - communicating effectively with management to ensure clear information is provided. * Carrying out diary management as required * Communicating with our customers, via text, letter, email and phone, and making sure that the customer is kept informed at all times * Contribute to the review and continuing improvement of team working practices, processes and systems * Understand the geography of the areas operated in and apply this knowledge to ensure the IT systems used are as efficient as they should be * To undertake any administrative tasks to support to the PFI business and maintain all systems and processes to ensure that contractual compliance and performance standards are met, evidenced and reported * To assist in the preparation of agendas, distribution of papers, minute taking and all other arrangements required to facilitate meetings * Support with the management of all FM contractor repair jobs ensuring process is compliant, jobs are completed within the correct rectification period, avoiding penalties, minimising queries by liaising with all parties. Includes updating Orchard and SWAP issuing availability and cure notices * Monitoring the PFI inbox and take ownership of tasks arising to ensure all reporting is completed and up to date, including incidents and complaints * Support with customer initiatives and tenant liaison * Ensure the requirements of Data Protection Legislation are complied with in carrying out duties for this post * Support with compliance administration |

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| **What you’ll bring to the role** |
| **The main things:** |
| * A passion for customer service * 5 GCSE’s at grade C/4 or above including English and Math’s * Extremely high attention to detail * Excellent team working skills * Confident communicator at all levels and have the ability to organise, prioritise and manage own workload to meet deadlines * Good knowledge of Microsoft applications, particularly Microsoft Excel |
| **It would be a bonus if you have:** |
| * Previous work experience in similar role * Housing sector exposure |
| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work.  **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.  **Be curious** • Think differently • Ask questions • Keep learning.  **Make it happen** • Own it • Do it • Be empowered.  **Achieve impact** • Do things that matter • Deliver results • Show pride and passion.  **Have fun** • Enjoy work • Be yourself • Stay connected.  We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles. |