

Yorkshire Housing Role Profile

Job title:	PFI Contract and Performance Administrator	Leader of others:	N/A
Reports to:	Contract and Performance Team Leader	Contract type:	Permanent /Fixed Based – Swarcliffe
Business Area	Swarcliffe PFI	Budget holder?	N/A

Job purpose

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. The post is responsible for carrying out an administration function for the team.

You will provide effective and efficient administrative functions for the Swarcliffe PFI project to both internal and external customers. This will include high quality compliance and monitoring services, ensuring that contractual performance standards are met, potential and actual service failures are minimised and penalties are reduced. Reporting and evidencing of pass through costs, lifecycle claims and other recharges, ensuring YHL maximises its recoverable income. Production and payment of invoices and performance reports.

Key relationships building with Yorkshire Transformations Limited; Service Providers; Leeds City Council; Housing Leeds, customers.

Key responsibilities

- To undertake administrative 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.
- Dealing with enquiries, raising repairs requests for customers, or property inspections where appropriate.
- Update computer database records, manual files and process general enquiries to enable accurate monitoring and performance reporting.
- In conjunction with the PFI management team provide management information and progress and performance reports (Including DLO reports) to demonstrate accountability and contractual compliance. Liaise with appropriate partners regarding performance monitoring information to support and enable the work of the PFI team.
- Manage 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.
- Maintain garage processes including letting, ordering of repairs, rent collection, debt management and lock changes as and when required.
- Ensure all pass through costs and other recharges are processed in line with protocols or contractual obligations- monitor that jobs are raised to the correct expense code and priority and investigate fully to enable full information and evidence is available to attach to the Pro Forma once the job is complete.

- Manage administrative process for Major and Minor Adaptations, liaising with all relevant parties providing best outcome for tenant.
- Monitoring the PFI inbox and take ownership of tasks arising to ensure all reporting is completed and up to date
- Respond to internal and external service enquiries as appropriate and provide on-going communication between customers, contractors and the PFI team to ensure high quality information and advice is provided in line with our contractual obligations and continual promotion of our customer focused approach to service delivery. Assist in the response to complaints, recording cases, providing information and supporting investigations, chasing for updates as and when required and issuing of holding and final response letters.
- Provide excellent customer care & if necessary, deescalate potential complaints & use persuasive skills to educate customers on the need of compliance / repairs that needs to be undertaken. Proactively signposting customers of other tenancy services within Yorkshire Housing
- Collate and populate all information for the Monthly Invoice to YTL and other contractual reporting.
- Participate in the delivery of service communication and community and tenant initiatives and projects.
- Make arrangements for decanting and provide tenancy support liaising with Housing Leeds where needed.
- Ensure the requirements of Data Protection Legislation are complied with in carrying out duties for this post
- To undertake other such duties and responsibilities as would be deemed reasonable with the level of the post.

What you'll bring to the role

The main things:

- Working directly with people in a multi-disciplined customer service environment
- Team player, able to work collaboratively cross-function, understanding the needs, objectives and constraints of stakeholders in other disciplines and functions to achieve a common goals
- Maintaining systems and processes and carrying out administration work in a busy office environment
- Demonstrable experience working quickly, with attention to detail but maintaining accuracy in output
- Monitoring and reporting on delivery against contractual or SLA requirements.
- Excellent communication and interpersonal skills.
- Experience in using Microsoft Office to an intermediate level.
- Track record of promoting value for money and efficiency.
- Excellent analytical skills ability to identify and resolve data quality issues
- Maintaining accurate and up to date records and logs
- Ability to order priorities and work under pressure
- Ability to be flexible in ways of working, thinking and finding solutions
- Knowledge and understanding of the type of compliance works undertaken by a direct labour organisation.
- Develops and maintains excellent relationships with colleagues & stakeholders.
- Excellent problem solving skills, acts fast and makes great decisions for the benefit of the customer experience
- Self-motivated, proactive and able to work on own initiative

It would be a bonus if you have:

- Experience of working in a commercial or PFI service delivery environment
- Experience of delivering a repairs and maintenance service

- Lettings and debt management experience
- Experience of using complex data sets in order to produce clear and accurate performance reports to deadline
- Liaison with contractors, service providers and other relevant agencies
- Experience of community engagement or involvement in community events.

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.