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**Job Profile**

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| **Job details** | | | |
| **Job Title** | Factoring Admin Assistant | | |
| **Section** | Housing and Communities | | |
| **Department** | Housing | | |
| **Report to** | Factoring Officer | | |
| **Grade** | EVH 4 | | |
| **Hours of work** | with flexi and Hybrid working | | |
| **Place of work** | Ralston House, Cyril Street, Paisley, PA1 1RW | | |
| **Disclosure Level** | PVG | **Date Reviewed** | September 2025 |

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| **Key Duties** |
| Summary of Core Responsibilities The role of the Factoring Admin Assistant is to deliver a comprehensive Factoring Service to all factored owners. The Factoring Admin Assistant will assist with the day-to-day delivery of the service and work within the Association’s Housing Services Team, is line managed by the Factoring Officer and headed by the Housing Manager. Key Tasks  * Process common repair and cyclical invoices. * Prepare and issue notifications to owners relating to planned works, including providing updates and assist with any related administrative duties. * Assist with the preparation and issuing of the quarterly invoices. * Carry out title checks covering factored properties. * Download and save updated titles. * Promote direct debit as the preferred method of payment, including setting up new ones and amending those already in place. * Ensure owner accounts are up to date and accurate, including archiving on QL and updating Rent Sense. * Process rechargeable repairs. * Prepare credits where required. * Assist with factored owner enquiries. * Maintain all records, collate information, and issue the annual update of the Written Statement of Services. * Attend and minute owners meetings in relation to proposed works * Liaise with owners, arrange and attend meetings as required. * Assist with the change of owners/ sales process including archiving. * Carry out and monitor arrears cases, in line with the debt recovery procedure, including agreeing payment plans. * Prepare write offs for approval and provide annual reports. * Ensure owners’ building insurance records are updated, with policy dates and archived. * Work with the wider property services team with any common or planned maintenance contracts. * Work with Housing Services team regarding common estate management issues involving owners. * Contact former owners’ regarding balances outstanding, as per the Debt Recovery Procedure.   **Performance Monitoring**   * Assist in meeting the aims and objectives of the Housing Team by contributing to achieving set Key Performance Indicator targets. * Understand relevant performance standards within the role. * Deliver on agreed objectives and targets. * Advise the Factoring Officer at earliest opportunity when objectives and targets will not be met. * Produce performance reports within timescales demonstrating performance against target.   **Planning and Organising**   * Contribute to the Service Delivery Plan, as required. * Be responsive to changing priorities on a day-to-day basis. * Assist with the preparation of articles for the Associations’ newsletter, in relation to the factoring service. * Assist with the preparation articles for our social media outlets in relation to the factoring service. * Prepare reports for management, sub-committee and attend committee meetings where required.   **Value for Money**   * Work in an efficient manner that delivers value for money. * Identify efficiencies and communicate them to the Factoring Officer. * Work within defined limits of financial authority.   **Relationship Building**   * Engage with customers, colleagues and external agencies to assist in the provision of a comprehensive high-quality service.   **Health and Safety**   * Understand your responsibilities as an employee under Health & Safety legislation. * Ensure that all company activities are discharged in a safe manner, minimising risk at all times. * Understand how to manage and control health and safety risks in relation to your role.   **Other**   * Carry out joint inspections of the Association’s common areas and factored properties, when required by Department. * Take ownership of objectives delegated by the Housing Manager and provide support in the delivery of the day-to-day business of the Association. * Demonstrate a flexible approach to your work. * Successfully deliver the Association’s Factoring Service in accordance with Property Factors Code of Conduct and all other relevant legislation. * Ensure compliance with all Factoring related finance and governance processes and procedures. * To carry out any other duties which may be reasonably requested by your line manager and undertake any other duties subsequently allocated by the Association’s management. * The duties of the post will be reviewed and modified in line with the demands of the service. * Provide support to and attend to occasional emergencies and customer requests that may be out with normal office hours. |

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| **Person Specification/ Advert** |
| **Education and Experience**  **Essential**   * Excellent ICT Skills including a good working knowledge of Microsoft Office and other IT systems is essential.   **Desirable**   * Experience of delivering a property factoring service, including debt recovery. * Experience of working within a Registered Social Landlord   **Knowledge, Skills and Abilities**  **Essential**   * The post holder must have excellent workload, organisational and priority management skills. * Excellent customer service skills and be a first-class communicator (written and verbal) as well as an effective listener which is key when interacting with colleagues, customers, contractors and other stakeholders and agencies.   **Desirable**   * Able to demonstrate an understanding of the legislative responsibilities placed upon the Association.   **Values and Attitudes**   * Ability to demonstrate empathy with WHA values. |