

**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.
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