

JOB DESCRIPTION			
Maintenance Admin Assistant			
Responsible to: Maintenance and Asset Manager			
Department	Repairs & Maintenance	Responsible for	N/A
EVH Grade	5 (PA13-PA16)	Last reviewed	February 2026
Job Summary/Overview			
To assist in the provision of a high quality, responsive repairs and maintenance service that delivers and focuses on positive outcomes for tenants and other service users.			
Key Tasks			
General tasks	<ul style="list-style-type: none">• Act as a first point of contact for tenants, contractors and visitors to the office.• Respond to routine enquiries and direct more complex issues to the appropriate officer.• Receive, open, sort and distribute incoming and outgoing mail.• Assist with all other administrative tasks as required.		
Routine repairs	<ul style="list-style-type: none">• Provide a responsive front-line repairs service to tenants.• Process reactive repairs in line with our Policies and Procedures.• Issue job lines to contractors.• Liaise with tenants to arrange access.• Keep tenants informed of progress.• Arrange pre and post repair inspections.• Liaise with the Housing Team on rechargeable repairs.• Issue and monitor repair satisfaction surveys.• Provide repairs satisfaction performance information.		
Empty Homes Repairs	<ul style="list-style-type: none">• Liaise with Maintenance Officer to ensure empty homes procedures are followed.• Update the empty homes management system.		
Annual Servicing and Electrical Safety	<ul style="list-style-type: none">• Update and maintain property heating service and electrical safety records.• Liaise with tenants and contractors to arrange annual gas and air source heating services and periodic electrical safety inspections.• Check incoming service and safety inspection certificates and report any Health and Safety failures to the Maintenance Officer.• Raise works orders and any follow on repairs required.• Collect and upload meter readings for HfL Feed in Tariff claims.• Administer and update HfL’s compliance dashboard and update records.		
Planned and cyclical maintenance	<ul style="list-style-type: none">• Maintain HfL’s planned and cyclical maintenance property and communal area records on SDM and property database the HuB.• Produce property reports from SDM and the HuB to assist with contract and performance monitoring.		

	<ul style="list-style-type: none"> • Issue and monitor planned and cyclical repair satisfaction surveys.
Health & Safety	<ul style="list-style-type: none"> • Be aware of HfL's Health & Safety Policies, Procedures and Systems. • Assist the Maintenance and Asset Manager with the upkeep and implementation of HfL's Landlord's Health and Safety Manual. • Email Health and Safety updates monthly and as required to HfL contractors.
General Data Protection Regulations	<ul style="list-style-type: none"> • Handle and protect all personal data in line with our Data Protection policies and current Data Protection legislation.
Value for Money	<ul style="list-style-type: none"> • Endeavour to achieve VFM in the delivery of all services. • Develop opportunities for improvement. • Develop working smarter methods.
<p>This job description is designed to provide a general statement of the required tasks, duties and responsibilities. It is not exhaustive and may be subject to amendment and/or review depending on business needs from time to time.</p>	