



Access Officer

Level:	Grade 4
Team:	Property Investment
Line Manager:	Support Team Supervisor
Responsible for:	None

About the Job

- Identify jobs which are difficult to access and schedule them to dedicated trades, monitor progress and ensure all access/contact opportunities are maximised to deliver the most efficient service and meet regulatory requirements.
- Ensure all opportunities for contact are completed, interrogating systems and working with other departments/external bodies to enable completion of the works based on relevant legislation/regulations on time.
- Assist in the delivery of the service and maximise value for money for Vico Homes.

You'll be trusted to

- Identify opportunities to improve processes and feed this into the Property Investment team.
- Prepare management information in an accurate and timely manner to senior managers as required to enable management of the process.
- Liaise with and provide information to Team Leaders, Senior Team Leader, Delivery and Project Manager on progress and on specific properties as and when required.
- Schedule previous "No Access" Damp, Mould and Condensation and / or Disrepair jobs to dedicated trades.
- Ensure work is planned efficiently and timely, maximising first time access and minimising costs.
- Process jobs in accordance with relevant legislation/regulations and Vico Homes Damp, Mould and Condensation Process, sending letters, dealing with inbound and outbound calls to make/rearrange appointments, updating scheduling systems and databases as necessary.
- Interrogate Vico Homes systems and work with internal and external departments, contacts and agencies to identify contact methods.
- Work closely with and manage the diaries for colleagues, ensuring appointments maximise opportunities for access.
- Prepare detailed records for inaccessible properties for the Senior Management Team to determine a course of action including information to the Legal team or other teams within Vico Homes.

- Attend and fully participate in the team's progress meetings.
- Carry out any other duties as directed by the line manager that are appropriate to the grade and overall purpose of the job.

Who you'll work with:

Internal: Vico Homes colleagues at all levels

External: Stakeholders, customers, suppliers, manufacturers, contractors / sub-contractors, statutory bodies

Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:



The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
A qualification at Level 2 of the Regulated Qualifications Framework such as GCSEs (3 or more at grades 9-4/A-C), Award, Certificate or Diploma or equivalent	✓		AF/CQ
Significant experience of working in a fast-paced operational environment with the ability to work to tight deadlines	✓		AF/I
Self-motivated, organised and able to respond effectively when under pressure to in a performance orientated culture	✓		AF/I
Effective negotiation skills	✓		AF/I

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Ability to challenge ways of working to identify areas and actions to improve	✓		AF/I
Significant experience of using computer systems in an operational environment as well as MS applications	✓		AF/I
Analytical skills to interrogate systems and databases	✓		AF/I
Able to present, co-ordinate, interpret and present information in a logical format	✓		AF/I
An understanding of and the ability to apply the appropriate legislation, policies and procedures for the delivery of the services within Vico Homes	✓		AF/I
Evidence of effective communication skills with colleagues, managers, customers and stakeholders	✓		AF/I
Highly committed to supporting the team, to meet the agreed standards and targets of the Service	✓		AF/I
Have a flexible approach and to work as part of a multi-disciplinary team	✓		AF/I
Able to provide excellent customer service at the first point of contact through a flexible and caring approach	✓		AF/I
The post holder may be required to work outside normal office hours on occasion	✓		I
Knowledge and understanding of Awaab's Law with regards to priority, allocation, scheduling and completion of work		✓	AF/I

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification