

Property Services Administrator (2 roles)

Unity Housing Association

Applicant Information Pack



Hello!

Thank you for having an interest in working for Unity.

We are a successful, independent and ambitious housing association driven by social purpose, supporting BME communities and multi-cultural communities across Leeds and Kirklees.

We are proud to call ourselves a BME association, part of the national BME housing movement, and believe that is as important today as it was when we were founded over 35 years ago.

Our social purpose is at the heart of everything we do, it states: 'we will fight inequality and empower BME people to improve their lives by creating opportunities and helping to regenerate communities'.

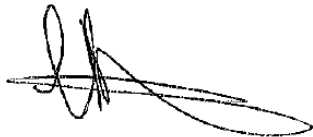
The role of the Income Manager is a great opportunity to join a team that not only supports people but wishes to improve and drive the business forward.

We are looking for someone with a housing management background who has experience in all aspects of managing and developing people. Someone who is innovative, dynamic and leads by example demonstrating our Unity values in all that they do.

If you are confident you can deliver and are up for the challenge, then we'd love to hear from you.

I believe this is a brilliant opportunity to make a difference and I look forward to receiving your application.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Cedric Boston', with a stylized, elongated flourish extending to the right.

Cedric Boston
Chief Executive

Advert: Property Services Administrator (2 roles) – strictly no agencies

Working Location: You will be based at our office at 113-117 Chapeltown Road, LEEDS, LS7 3HY.

Salary: Circa £28,000

Hours of Work 35 hours per week, to be worked over Monday to Friday

Benefits: 27 days leave plus bank holidays, Occupational Pension Scheme, flexible working and family-friendly policies.

Join Our Property Services Team

We're looking for two highly organised and customer-focused Property Services Administrators to play a pivotal role in delivering excellent property services to our customers.

This is an exciting opportunity for someone who thrives in a fast-paced environment, enjoys problem-solving, and can manage multiple priorities while maintaining exceptional attention to detail. You'll be at the heart of our Property Services function, coordinating repairs, planned maintenance, voids, damp and mould cases, and compliance activities to ensure our customers receive a high-quality service.

Working collaboratively with contractors, surveyors, customers and colleagues, you'll help drive service improvements, ensure regulatory compliance, and contribute to achieving our organisational objectives and values.

We are seeking candidates who can balance excellent customer service skills with strong administration and coordination capabilities.

What You'll Bring

You'll be someone who:

- Takes ownership and follows tasks through to completion.
- Is highly organised and detail-focused.
- Communicates confidently and professionally.
- Builds positive working relationships with customers and colleagues.
- Demonstrates initiative and sound decision-making.
- Shares our commitment to continuous improvement and excellent customer outcomes.

Why join us?

This is an exciting opportunity to apply your skills, experience and knowledge in a role where you can make a genuine impact. You'll work alongside passionate and supportive colleagues and play a key part in delivering our ambitious plans for the future.

Diversity and Inclusion

We are committed to building a diverse and inclusive workforce and warmly welcome applications from all sections of the community. We believe that a variety of perspectives, backgrounds and experiences makes us stronger and helps us deliver better outcomes for our customers.

Applying for this job

To arrange an informal discussion about the role, please contact ann.foster@unityha.co.uk or 07593 561600 in the first instance.

Whilst we are interested in your work history and experience, demonstrating behaviours, skills, abilities and knowledge and experience can come from a variety of life experiences, not just paid employment. Please feel free to use examples from all areas of your life that are relevant to the requirements of the role. We also want you to tell us why you have a passion for working for Unity and why you are the colleague we need.

To apply, please submit your CV together with a covering letter demonstrating how you meet the person specification of the role to recruitment@unityha.co.uk.

Be yourself!

Please ensure your CV and letter are your own work and genuinely reflect your experience, achievements and motivations. We are looking to understand you as a candidate, rather than any content generated by AI tools.

If you are selected for an interview, you will be asked to provide photo identification and proof of eligibility to work in the UK.

Due to the volume of applications, we reserve the right to withdraw this vacancy at any time, so please apply as soon as possible.

Closing date: 4 October 2026 midnight.

UNITY HOUSING ASSOCIATION

Job Description

Post	PROPERTY SERVICES ADMINISTRATOR
Responsible To:	REPAIRS & MAINTENANCE MANAGER
Supervises:	N/A
Location:	LEEDS

Objectives of the Post:

To deliver a consistently high level of coordination and administration to our customers and property service function. A pivotal role within property services reviewing incoming queries and driving solutions to aid in UHA's service delivery, in line with our organisational values, aims and objectives.

KEY TASKS

1. Authorise variations and additional works within delegated limits, ensuring value for money and effective cost control.
2. Process and manage contractor invoices, resolving discrepancies and queries to support timely payments.
3. Coordinate responsive repairs, ensuring works are raised, monitored and completed within agreed timescales.
4. Act as a liaison between contractors, surveyors, customers and internal stakeholders to support effective service delivery and resolve issues.
5. Coordinate repair workflows, including follow-on works, access arrangements, variations, completions and accurate record keeping.
6. Lead the administration of void properties, managing inspections, repairs, compliance requirements and re-let timescales.
7. Maintain operational trackers across Property Services workstreams.
8. Coordinate planned maintenance programmes, including inspections, access arrangements, remedial works.
9. Review operational information to support service delivery decisions and planned maintenance programmes.

10. Coordinate disrepair cases, liaising with legal representatives, contractors and surveyors to ensure compliance with statutory and procedural requirements.
11. Support the delivery of damp and mould services in line with Awaabs law through scheduling inspections, raising repair orders, liaising with stakeholders and co-ordinating follow on work to ensure regulatory timescales are met.
12. Ensure damp and mould services are delivered in line with Awaabs law by tracking cases from start to finish, chasing updates and outstanding actions and ensuring that accurate records are kept for reporting and audit purposes.
13. Co-ordinate major aids and adaptations projects, working with contractors, surveyors and external partners.
14. Exercise professional judgement when assessing repairs, authorising works, allocating resources and resolving operational issues.
15. Monitor compliance, certification and health and safety requirements, ensuring properties and completed works meet required standards.
16. Attend contractor meetings to identify and address risks, service issues and performance concerns.
17. Work independently, managing competing priorities and multiple workstreams to deliver effective outcomes.
18. Build and maintain positive working relationships with internal and external stakeholders, ensuring clear communication and high standards of customer service.
19. Contribute to the continuous improvement of Property Services processes, systems and performance.
20. Adhere to the Association's Equality, Diversity and Inclusion Policy, values, behaviours, and health and safety requirements.
21. Participate in training and development activities and undertake any other duties reasonably required within the scope of the role.

HOUSING ASSOCIATION – PROPERTY SERVICES ADMINISTRATOR PERSON SPECIFICATION

ATTRIBUTES	RANK	HOW IDENTIFIED
EDUCATION/QUALIFICATIONS		
GCSE or equivalent in English and Mathematics.	Essential	application form
KNOWLEDGE & EXPERIENCE		
Experience of using computer-based systems including Microsoft Office applications, particularly Excel, Outlook, Word and Teams.	Essential	application form + interview
Experience of working within a customer-facing or service delivery environment.	Essential	application form + interview
Experience of coordinating workloads, repairs, maintenance services, projects or operational activities.	Desirable	application form
Experience of working with contractors, suppliers or external stakeholders.	Desirable	application form
Experience of processing invoices and monitoring expenditure	Essential	application form + interview
Experience of maintaining accurate records and management information systems.	Essential	application form + interview
Experience within housing, property services, repairs, maintenance or construction environments.	Desirable	application form
SKILLS AND ABILITIES		
Excellent communication and interpersonal skills, both written and verbal.	Essential	interview
Good time management skills.	Essential	interview
Ability to provide accurate and relevant information in a timely manner.	Essential	application form + interview
Ability to build and maintain effective working relationships with contractors, customers and internal stakeholders.	Essential	interview + references
Ability to challenge information constructively and exercise sound judgement when making decisions.	Essential	application form + interview

Ability to maintain accurate records and ensure data integrity across multiple systems.	Essential	application form + interview
Ability to research and apply good practice.	Desirable	application form + interview
DISPOSITION/ATTITUDE		
Be creative in decision making and problem solving	Essential	interview
Flexible approach to work and willingness to provide support across service areas where required.	Essential	application form + interview
Commitment to personal development and continuous learning.	Essential	interview + references
Ability to use own initiative whilst working within a team.	Essential	application form + interview
CIRCUMSTANCES		
Must be willing to uphold the values and behaviours of the organisation	Essential	interview
Ability to demonstrate your use of good practice and anti-discriminatory working	Essential	application form + interview
To be committed to promoting the highest standards in Health & Safety performance.	Essential	interview