



Maintenance Administrator (Reactive)

£26,440

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About Beacon

Beacon Cymru results from the merger in January 2025 of Coastal Housing and RHA Wales: two respected community landlords with reputations for excellence, innovation and being a positive force in the communities where they work.

At Beacon we're a team in the truest sense of the word. We value relationships highly, so we invest in them daily. As a result, our workplace culture is open, trusting and respectful. It's also safe, which we think is pretty critical to encouraging new ideas and approaches.

We employ almost 380 people across south west Wales and we trust every single one of them to know, and do, their work in the way that gets the best results for residents, the local community and the planet.

Beacon owns and manages almost 9,000 homes across South Wales. We aim to be an organisation for the future; one which constantly raises the bar to deliver improved services and homes for residents. We aim to deliver a greater number of new, high-quality homes each year; we're focused on growth and investment in existing homes and services, and we're a more resilient organisation with a wider geographical reach. We currently have over 500 new homes under constructions across the regions where we operate.

Beacon vision is to provide better places for people and the planet. Our purpose is to create lasting change you can see, through affordable homes, sustainable neighbourhoods, and vibrant town and city centres.

This is supported by our digital vision, which is to use technology to support and enable our aims and priorities, and to enhance our services, communication and interaction with residents and businesses across the communities in which we work. In doing this we will endeavour to create opportunities through our digital strategy for resident focus, innovation and sustainability.



Job Title:	Maintenance Administrator (Reactive)
Place of work:	Minimum 2 days in Swansea with occasional travel to Tonypany where required
Hours of work:	35hrs Monday to Friday
Salary:	£26,440

Our location

Operating across Swansea, Rhondda Cynon Taf, Bridgend, Neath Port Talbot and Carmarthenshire, we have the Gower's world class beaches, beautiful natural landscapes and the Welsh valley's rich industrial heritage on our doorsteps. Swansea and the wider regions where we operate offer world class educational institutions, and the ongoing regeneration across the areas in which we are based bring creativity, thriving communities and friendly places to live and work.

Job Summary

The Maintenance Administrator will support the Reactive Repairs team within Beacon Cymru by maintaining and creating robust and clear administrative processes to ensure compliance with regulatory obligations and support delivery of a first class maintenance service to our residents.

The successful applicant should be a strong communicator with a proven ability to build and maintain excellent internal and external relationships.

This is a key role in delivering an excellent repairs service for residents, supporting day-to-day repairs and void property turnaround. Helping ensure that statutory obligations, including those linked to Awaab's Law are met.

You will be an excellent team player, who is always ready to help out. A keen attention to detail along with the ability to strengthen existing relationships / build new relationships with colleagues, residents and contractors.



Key responsibilities

1. Ensuring legislative documentation is up to date and communicated efficiently
2. Liaison with the Reactive Surveying Team.
3. Manage and build relationships

Repairs & Surveying Support

- Provide administrative support to the Reactive Surveyor Team, including managing enquiries and handling survey-related documentation.
- Assist in housing disrepair claim processing, organising documentation, collating evidence, and communicating with staff and residents.
- Assist with Resident complaint responses, in liaison with the Reactive Repairs Manager.
- Liaise with Reactive Surveyors to manage damp, mold, and condensation documentation, ensuring full compliance with Awaab's Law.
- Work closely with the Reactive Repairs Team to support the delivery of an efficient day-to-day repairs service and the smooth completion of void property works.

Void & Contractor Coordination

- Assist in the monitoring of void properties, priority led, maintaining clear communication between the maintenance team, void schedulers, and the housing administration/lettings team.
- Provide an administrative link with external contractor administration staff, ensuring information is accurate and up to date. Assist the surveying team with invoice-related enquiries.
- Liaise with the scheduling team regarding general enquiries, job progress, and updates where required.

Compliance & Safety Administration

- Liaise with the Reactive Surveyors in relation to the asbestos register, fire safety records, EICR documentation, and Gas Safety checks
- Ensure that compliance-related documents are stored, updated, and shared appropriately.

Systems & Data Management

- Use the Total Mobile system to manage, update, and track tasks.
- Access and interpret data from Power BI dashboards and other databases to support the Reactive Repairs Manager and surrounding team.

- Maintain accurate electronic records of repairs, surveys, inspections, and follow-up work.

Customer Service & Communication

- Communicate effectively with residents, colleagues, contractors, and other internal and external stakeholders.
- Provide timely updates, respond to enquiries, and help resolve administrative issues.
- Promote a customer-focused approach, ensuring residents receive a high-quality service.

This job description is not exhaustive and may change to meet organisational needs.

Qualities	Essential / Desirable
Confident, with excellent communication skills that demonstrate an ability to listen, mediate, negotiate and influence	E
Good people skills with a sense of humour, and the ability to adapt to a diverse range of situations/people	E
Displays teamwork qualities and is an effective role model	E
Proactive approach to problem solving	E
Ability to work quickly and with a high degree of accuracy	E
Good organisational and time management skills	E
Driven to achieve results with high standards and expectations of service delivery	E
Innovative and receptive to change	E
Able to build, maintain and repair good working relationships	E
Commitment to the values, aims and objectives of Beacon Cymru	E
Self-aware and committed to own continuous development	E
Worked in a challenging and changing environment with an emphasis on delivering what the customer wants	E
Proven experience within a Housing and/or Advice sector	D
Practical experience in a busy customer facing role	E
Able to impartially investigate situations to inform decision making that is fair and non-discriminatory	E
Computer literate and able to use a range of software related to information recording and document management.	E
Willing to contribute to and be actively involved in engagement activities and events	E
Full driving licence and access to a car; or able to demonstrate ability to be fully mobile in the role	D

Next steps

If this seems the job for you can apply online 24/7 right up until **Midday Wednesday 7th January 2026**.

If you'd like to chat to us about the role before you apply, please contact Sian Walkey on 07967836224.

You can save your application progress through our online application system, so you don't need to do the entire thing in one go. **We are not accepting CV's for this vacancy.**

Here's a whistlestop tour of our typical recruitment process so you know what to expect:

- Complete and submit the application form online before the closing date and time shown.
- We'll review all applications and let you know whether you've been shortlisted.
- If you are, we'll invite you to come and meet us for an Assessment Day on **Thursday 22nd January 2026**. Please ensure you are available for this date prior to applying as we will not be able to offer alternative dates.
- If you're successful, we'll make you an offer.
- Once you've accepted our offer, we'll follow up your references and check your eligibility to work in the UK – if the role requires it, we'll also carry out a DBS check.
- Once that's all done, we'll send you a contract and confirm your start date.
- Welcome to **#TeamBeacon!** There's a 6-month probationary period from your start date and your manager and HR will support you throughout.

Our benefits

Beacon offers a wide range of benefits including:



30 days annual leave, plus an additional 2 days leave at Christmas!



Enhanced family friendly leave, including paid dependency leave.



Defined contribution pension with included life assurance of 3 times your salary.



Enhanced company sick pay.



Extensive wellbeing offer.

Want to see the full range of benefits?
Visit beacon.cymru/jobs

