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| Job Description & Person Specification | Tollcross Housing Association |

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| Job title | Maintenance Assistant |
| Department | Technical Services |
| Reports to | Maintenance Manager |
| Grade | EVH Grade 6 (PA17-PA20) |

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| Job Purpose |
| To assist in ensuring that the Association provides an efficient and effective repairs service. |

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| Key duties and role outputs |
| **Provision of repairs service to customers**   * Ensure compliance with the Association’s Repairs and Maintenance Policy and procedure. * Receive, evaluate and take action on repair requests. * Process repairs in accordance with the Association’s approved procedures. * Prepare works orders for issue to authorised contractors. * Raise inspection requests for Maintenance Officer and implement action as instructed on their return. * Process and issue (print/e-mail) works orders promptly to enable target timescales to be achieved. * Liaise with Maintenance Officers and contractors to quickly resolve areas of difficulty and repairs queries. * Check, monitor and process variations to repairs with guidance from Maintenance Manager as required. * Input Contractor performance data. * Monitor completion of works and follow up to ensure completion within target timescales. * Monitor Contractor performance and follow up on incomplete jobs, liaising with Maintenance Manager where necessary.   **Provision of Customer Contact**   * Handle general enquiries and action as necessary, taking the matter to a conclusion. * Arrange appointments for customers as requested. * Answer telephone calls promptly and refer the caller to the appropriate staff member. * Provide information, advice and assistance in relation to external enquiries and ensure that the matter is fully addressed. * Log repairs, liaise with Maintenance Officers, instruct work to contractors * Liaise with customers, ensuring that information is accurate and timely and that customers are fully aware of the intended outcome. * Log customer complaints and bring to a conclusion where required   **General clerical support of Maintenance Team**   * Provide first point of contact for general enquiries. * Assist as required in delivering the outcomes of the Association's Repairs and Maintenance policy .e.g. complying with requirements and producing reports to Committee on customer satisfaction feedback. * Monitoring Gas Servicing performance and liaise closely with the gas service Contractor. * Create and maintain database records as required i.e. major & cyclical repairs, producing analysis of data as requested by the Maintenance Manager. * Process invoices for authorisation, checking totals claimed, obtaining approval of variations, contacting Contractors to rectify/resolve errors and ensuring invoices returned to Finance within agreed timescale. * Assist with the review and maintenance of the Approved List of Contractors & Consultants. * Produce standard and non-standard letters in relation to repairs and maintenance services as required. * Updating property diary records as required or instructed by the Maintenance Manager. * Provide Admin support to all members of the Maintenance Team as required   **General clerical support within the Association**   * Provide front counter support as directed by the Maintenance Manager or any Director. * Log incoming mail as directed. * Carry out scanning and photocopying as required.   **Miscellaneous**  Carry out any other duties as directed by the Maintenance Manager or Technical Director. |

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|  | Essential | Desirable |
| Skills | Customer focused  Strong IT Literacy in Word, Excel, Access and other software packages  Administrative systems and office technology  Strong numeric skills  Good Time Management  Team Worker |  |
| **Experience** | Working with the public  Experience in delivering a repairs and maintenance service | Experience within a RSL, Local Authority or Contracting |
| **Knowledge** | Repairs systems including work order generation  Repairs & maintenance Policies and Procedures | Understanding of issues in social housing  Qualification in housing/building related field  HNC Administration |
| Other | Pleasant and courteous manner  Able to use own initiative and remain motivated |  |