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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 focusedStrong IT Literacy in Word, Excel, Access and other software packagesAdministrative systems and office technologyStrong numeric skillsGood 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 generationRepairs & maintenance Policies and Procedures  | Understanding of issues in social housingQualification in housing/building related fieldHNC Administration |
| Other | Pleasant and courteous mannerAble to use own initiative and remain motivated |  |