
Job Title: Maintenance Officer

Grade: EVH Grade 7 (PA22-PA25)

Responsible To: Maintenance Manager

1. Job Purpose

Responsible for the provision of comprehensive Repairs and Maintenance Services, including:

- Routine Repairs
- Medical Adaptations
- Void Repairs
- Quality Control
- Health and Safety
- Inputting to Stock/Asset Management
- Inputting to Capital Investment Programmes
- Defect inspections of New Build properties

2. Key Tasks

- 2.1 Lead role in the delivery of an effective response repairs service which involve pre and post (quality) inspections to achieve target timescales.
- 2.2 Lead role in the delivery of void repairs to achieve desired quality (Relet Standard) while meeting target turnaround timescales.
- 2.3 Lead role in achieving high quality medical adaptation installations.
- 2.4 Lead role in the delivery of quality control measures, monitoring and reporting.
- 2.5 Participation in the provision of Stock/Asset Management Strategies and outcomes.
- 2.6 Assisting Director / Manager in the delivery of effective capital investment programmes, undertaking duties as directed in the supervision and management of these programmes.
- 2.7 Assisting Director/Manager as necessary within the defects period of new build projects.
- 2.8 Complying with and assisting Director/Manager in all general and repairs and maintenance health and safety matters.
- 2.9 Miscellaneous other duties in the delivery of a high quality repairs and maintenance service to our customers.

3. Job Activities

3.1 Implementation of the Routine Repairs Service

- a) Operate repair and maintenance services and systems in line with procedures.
- b) Monitor and report on repairs, including response times and targets, and management of budget including highlighting high value or recurring repairs.
- c) Identify defects within the stock, either in response to tenant reports, or as a result of routine planned inspections.
- d) Carry out duties as instructed in regard to the co-ordination of gas and electrical maintenance programmes.
- e) Produce detailed reports on repairs/defects with recommendations for remedial work.
- f) Responds to customer enquiries, including providing written responses and advice as to proposed courses of action.
- g) Provide a weekly report to the Maintenance Manager on current activities/priorities within area of operation.
- h) Undertake annual common area inspections, including raising orders and post inspecting works.
- i) Interpret technical reports for senior staff and Management Committee.
- j) Provide technical support to Housing staff.

3.2 Implementation of Void Repairs Service

- a) Undertake inspections to identify defects within void properties in line with the requirements stated in the Void Management Policy and procedure.
- b) Issue instructions and carry out post inspections to bring void properties up to the re-let standard as set out in the Void Management Policy, in conjunction with the Maintenance Manager.
- c) Monitor and report regularly on contractor quality and programme performance in relation to instructed void repairs.

3.3 Implementation of Adaptation Activities

- a) Liaise with Social Work in relation to referrals.
- b) Undertake appropriate technical evaluations of proposed adaptations.
- c) Makes recommendations to the Maintenance Manager in relation to proposed adaptations.
- d) Liaise with tenants, including attendance as appropriate at meetings, in relation to proposed adaptations.
- e) Contribute to the preparation of specifications and tender documents in conjunction with the Maintenance Manager

3.4 Implementation of Quality Control Measures

- a) Monitor and report on the quality and effectiveness of the work undertaken by contractors and consultants.
- b) Effectively contribute to the assessment and review of contractors on the approved list, and make recommendations for additional companies or removal of failing companies, where appropriate.
- c) Monitor, report on and develop repairs service and quality standards, including undertaking post inspections as agreed with the Maintenance Manager.
- d) Provide reports for insurance or other claims and for recoverable expenditure, as required.
- e) Monitor and review contractor and general performance in relation to established performance indicators.

3.5 Participation in the preparation of Stock/Asset Management Strategies

- a) Carry out duties as instructed in regard to continuous stock condition assessment.
- b) Contribute to the analysis of demand trends, maintenance and improvement needs.

3.6 Implementation of the Major, Cyclical and Direct Services Works Programmes

- a) Monitor the life-cycle costing programme of investment in the properties.
- b) Assist in the preparation of programmes, plans and specifications for investment and improvement of the housing stock in line with the Stock/Asset Management Strategies.
- c) Liaise with tenants in relation to the implementation of the investment programme including attendance as appropriate at tenant meetings.
- d) Liaise with appointed suppliers, contractors, consultants and other agencies in relation to the implementation of the investment programme.
- e) Carry out all management functions including tenant consultation, decanting, pre-inspection, final inspection and settling in visits as instructed.
- f) Assist in the effective financial control of all investment programmes, in conjunction with the Maintenance Manager.

3.7 New Build Projects

- a) Carry out duties as instructed on completion of new build contracts to ensure a high quality of workmanship and that project standards are delivered, and provide feedback to the Maintenance Manager throughout the defects period.
- b) Provide all information requested by the Maintenance Manager in regard to defect period faults for inclusion on the end of defects list.

3.8 Co-ordination of Health and Safety activities.

- a) Assist the Health and Safety Administrator (HSA) to ensure that the Association complies with relevant legislation.
- b) Assist the HSA in implementing the Health and Safety Policy and Manual.
- c) Monitor, record and report on all Health and Safety issues on all sites/locations where work is being carried out.
- d) Authorise work, following review of method statements and risk assessments in relation to works, particularly attics and asbestos works.
- e) Assist in reviewing the Health and Safety Policy and Manual.

3.9 Miscellaneous

- a) Assist in policy development in relevant areas.
- b) Produce information for inclusion in reports to the Management Committee and/or Sub-committee, as required.
- c) Inspect, verify and monitor quality in relation to medical adaptations, tenant alterations, and other requests for permission as appropriate.
- d) Promote tenant liaison, participation and membership, including tenant information provision.
- e) Ensure all rechargeable work is appropriately highlighted in order to ensure monies are recovered.
- f) Provide support as required to Maintenance Manager.
- g) Undertake to carry out any other appropriate duties as instructed by the Maintenance Manager/Director.

Person Specification

	Essential	Desirable
Education and Professional	<ul style="list-style-type: none"> • Qualification in building/ construction or related activity • Fully conversant with Building Standards Regulations 	<ul style="list-style-type: none"> • Educated to HNC level or higher in a relevant discipline • Professional qualification construction related • Member of the ICOW
Skills and Knowledge	<ul style="list-style-type: none"> • Working within a construction/property maintenance related industry • Customer focused • Experience or working knowledge of life cycle costing, stock condition surveys and system management & budget monitoring • Working knowledge and understanding of all construction related Health and Safety legislation • Excellent IT skills • Quality control systems and procedures • Ability to produce accurate comprehensive reports 	<ul style="list-style-type: none"> • Appreciation of Social Housing values and general issues • Programming and planning of capital investment works • Project management
Experience	<ul style="list-style-type: none"> • Performance monitoring • Proven track record in effectively managing & delivering property investment & maintenance programmes 	<ul style="list-style-type: none"> • Experience within a RSL or Contractor operating in housing sector • Proven track record as Maintenance/ Technical Officer, Clerk of Works or appropriate related construction role • Working with the public and internal customers
Other	<ul style="list-style-type: none"> • Pleasant and courteous manner • Initiative with organisational ability • Effective, committed and motivated • Good time keeping and attendance • Full Driving Licence • Access to own car 	