



Dunbritton Housing Association Ltd

Job Description & Person Specification

Job Title: Maintenance Officer (Permanent)

Grade: EVH Grade 7, £39,072 - £42,903 per annum

Accountable To: **Asset Manager**

Job Purpose: Working as part of the Asset Management Team will ensure that the Association's core values and vision are fully integrated within the Asset Management service, providing an effective and efficient maintenance and property management service to its tenants and residents.

Responsibilities: Supporting the Asset Manager in all aspects of the effective delivery and continuous improvement of asset management at Dunbritton Housing Association.

Training & Personal Development: Within budget constraints and taking account of staffing levels within the Association, opportunities are afforded to all staff members to undertake relevant training or to gain work experience as identified through induction, staff appraisals and personal development plans.

PRICIPAL DUTIES:

Day to Day Repairs:

- Ensure the Association's maintenance service is delivered in accordance with agreed policy and procedures.
- Assess, instruct, and monitor day to day repairs reported to the Association to ensure that they are completed within agreed timescales and quality standards.
- Assist the Asset Manager in the day to-day management of the service.
- Carrying out pre and post maintenance inspections.
- Carry out void inspections, authorise works and liaise with the All-departmental teams within the organisation.
- Identify rechargeable repairs and liaise with the Finance and Housing Management Teams as appropriate.
- Alert the Customer Services Team in instances where the 'Right to Repair' and 'Right to Compensation' schemes are to be instigated.
- Authorise payment of invoices repairs, maintenance and contract works, monitor within allocated budgets and standing orders.
- Liaise with contractors.



Contract Work

- Ensure contracts are implemented in line accordance with the Association's policies and procedures and relevant legislation.
- Ensure that all works are completed in line with the Associations targets in relation to SHQS, EESSH and any perspective legislation, reactive, cyclical, and planned maintenance.
- Assist in the preparation of specifications and estimates for works to be tendered, monitor progress, supervise contracts while on site and post inspect work.
- Attend site / progress meetings as and when required.

Monitoring & Reporting

- Prepare reports as and when required by the Asset Manager
- Maintain accurate records in line with DHA policies and procedures and relevant legislation.

General Maintenance Duties

- Always communicate effectively with all stakeholders.
- Initiate insurance claims, monitor the works and liaise with the Finance department as appropriate.
- Carry out stock condition surveys as and when required by the Asset Manager
- Process applications for alterations / improvements in line with DHA policies and procedures.
- Stage 3 Adaptations – assist the Asset Manager in all aspects of the Adaptations.
- Support the Asset Manager in all aspects of complaints handling.

Budgets

- Assist the Asset Manager as required to ensure the effective implementation and monitoring of all reactive, cyclical, and planned works.

Health & Safety

- Comply with all aspects of the Association's Health & Safety policies and procedures.
- Effectively monitor all aspects of cyclical maintenance works, ensuring compliance with relevant legislation
- Ensure the Associations Health and Safety Matrix is continually updated for reporting to the Board of management.

Other duties

- Attendance at evening/weekend may be required occasionally.



Person Specification

Personal Qualities	Essential	Desirable
Well-developed communication skills	✓	
Track record of commitment to delivering excellent services	✓	
Highly self-motivated with proven ability to work effectively both as part of a team and on his /her own initiative	✓	
Skills/Knowledge/Experience		
A proven track record of effectively supervising reactive, cyclical and planned works	✓	
Relevant experience in a housing association or public sector	✓	
Working with contractors and consultants in a team environment	✓	
Experience of working in partnership to deliver positive results for customers and the business.		✓
Working knowledge of SHQS and EESSH	✓	
Experience of working in a multi-trade environment with the ability to work under pressure to meet deadlines.	✓	
Budget planning and monitoring experience		✓
Excellent computer skills with experience in Microsoft Office packages	✓	
Experience with Maintenance Software package Kypera or equivalent		✓
A comprehensive knowledge of the construction industry and the working environment.	✓	
Qualifications		
Educated to HNC level or able to demonstrate relevant experience and competency		✓
Other		
Driving is an essential requirement of the post. A full driving licence with access to a car.	✓	