



Gatelodge, 8 Flax Street, Belfast, BT14 7EQ
282-290 Crumlin Road, BT14 7ED

PERSONNEL SPECIFICATION

Post: Maintenance Officer
(Temporary/1 year)

Analyst: J Brooks
 Director of Development & Property Services

Date: May 2020

Specification	Essential	Desirable
Physical Make up		Tidy appearance
Qualifications	3 rd Level education (University Degree/HND/HNC or equivalent) OR 3 years work experience in a similar housing/maintenance management environment	
Job Experience And Training	Sound knowledge of building construction/maintenance with a minimum of 1 year's relevant work experience (within the last 5 years) in housing, construction or estate management. Computer Literacy: A good working knowledge of Microsoft Office packages including Word, Excel and Outlook	Experience of working within a Housing Association in a Maintenance/Technical officer role.
Specialist Knowledge	Has a good understanding of the role and responsibilities of a maintenance officer role. Sound technical knowledge of property maintenance and construction. Knowledge of Estate Management practises. Experience in monitoring contractor's performance. Must be able to demonstrate a high level of knowledge and experience in the diagnosing of repairs to domestic dwellings and buildings General awareness of health and safety regulations (including fire).	Previous experience of Measured Term Response Maintenance & Service Contracts. Professional Qualification – RCIS, MCIQB etc A working knowledge of the Public Procurement processes Knowledge of the NEC suite of contracts An understanding of the needs of social housing tenants. Knowledge of Disabled Adaptations Evidence and experience of Housing Association Guide and in the provision of adaptations to social housing

	<p>Awareness of GDPR/ Data Protection</p> <p>Awareness of confidentiality</p>	<p>dwellings</p> <p>NEBOSH</p>
<p>Special Skills / Aptitudes</p>	<p>Experience of contract management and supervision of contracts.</p> <p>Must be able to demonstrate a high level of knowledge and experience in the diagnosing of repairs to domestic dwellings and buildings.</p> <p>Practical experience of delivering a front facing customer focused service.</p> <p>Possess good written and verbal communication skills.</p> <p>Ability to organise and prioritise workload.</p> <p>Ability to use initiative and work with limited supervision.</p> <p>Be able to demonstrate a commitment to providing a customer focused service.</p> <p>Be able to demonstrate a methodical approach and attention to detail.</p> <p>Ability to assess feasibility and risk.</p> <p>Good negotiation skills.</p>	<p>Experience of Investors in People standard.</p> <p>Experience of Housing Management Software</p>
<p>Disposition</p>	<p>Approachable</p> <p>Shows common sense and initiative</p> <p>Vigilant</p> <p>Good Team player</p>	
<p>Personal Circumstances</p>	<p>Accessible to location</p> <p>Current valid driving licence and access to private transport</p> <p>Flexibility to work in evenings / weekends</p>	