



JOB DESCRIPTION

Post: Maintenance Officer (Temporary/1 year)	Analyst: J Brooks Director of Development & Property Management
Date: May 2020	Department: Maintenance
1. <u>JOB DETAILS</u>	
a. Responsible to:	Director of Development & Property Management
b. Responsible for:	Property management function
c. Working hours:	37 hours per week (Monday to Friday)
d. Wage level:	NJC SCP 19 £24,799 -Point 24 £27,905
e. Essential Qualifications:	Relevant 3 rd Level education (University Degree/HND/HNC or equivalent) OR 3 years' experience in a similar housing/maintenance management environment.
f. Essential Experience:	Minimum of 1 year's relevant 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
2. <u>JOB SUMMARY</u>	
<p>To ensure the effective and efficient delivery of Property management operation and assist the Association to achieve its core aims and objectives.</p> <p>To operate an effective response maintenance service, management of aids and adaptations, servicing, cyclical and planned maintenance schemes</p> <p>To instil a culture of customer focussed business development.</p>	
3. <u>KEY TASKS</u>	
3.1	To assist with providing an innovative, professional and proactive response maintenance service
3.2	To respond directly to tenant queries in regard to maintenance requests and process requests in accordance with association's policy and procedures.
3.3	To undertake detailed inspection of void properties and bring them back to a lettable standard within agreed timeframes.
3.4	To monitor contractor performance ensuring conditions of contracts are complied with.
3.5	Take responsibility for the maintenance process, and escalating serious matters or matters requiring legal action to the Director of Development & Property Management.
3.6	Maintain an effective filing and computerised diary system in respect of housing maintenance issues, updating property information, maintenance activity as appropriate.
3.7	Provide the Director of Development & Property Management with information required for

	reporting to SMT, Committee and Board
3.8	Undertake property inspections, providing a support service for any problems, finding a suitable resolution where possible
3.9	Monitor defects and act to recover costs where the tenants have willfully damaged the association property.
3.10	Carry out estate management inspections in line with the programme of inspections
3.11	Management request for disabled adaptations, including all administration, management of consultants and contractors and submission of all claims to the NIHE for payment.
3.12	To review and authorize contractor payments
3.13	To manage and contribute to stock investment plans, uploading information onto the associations database, etc.
3.14	Supply regular property management material for the web site
3.15	Assist with implementation of customer service standards and achieve targets detailed in the association's corporate and annual performance indicators
3.16	Liaise and build effective working relationships as appropriate with other staff and external parties including NIHE, local community groups, etc.
3.17	To be part of the association staff team and participate in group discussions, operational review, performance assessments, etc.
3.18	Maintain awareness of the external business environment to identify changes which may have an impact on the organisation
3.19	Work with statutory agencies to ensure our properties meet all current standards.
3.20	Ensure all duties and responsibilities are carried out within standards outlined in the Housing Association Guide and Regulatory Framework
4.0	General
4.1	Ensure adherence to the policies and procedures of the Association, particularly those regarding equal opportunity, health and safety and confidentiality.
4.2	Adhere to the rules of NB Housing in relation to Section 75 and equality of opportunity
4.3	To promote the organisations Mission, Values (Leadership, Aspiration, Personal, Esteem, Community & Integrity) Aims and objectives
4.4	To maintain professional boundaries and confidentiality within the Association
4.5	To attend staff meetings, training, forums, which may occur outside normal working hours
4.6	To participate in Performance Reviews and supervision sessions
4.7	Actively promote the operations of the Association and maintain and develop links with outside agencies, ensuring the best interests of the Association are promoted at all times
4.8	Carry out any other duties as may be reasonably expected from time to time.