



JOB DESCRIPTION/ROLE PROFILE

- Job Title:** Response Assets Officer
- Reporting To:** Response Assets Manager
- Located At:** Based at Head Office, Northern Whig House, 3 Waring St, Belfast – Home & Agile Working options available
- Hours of Work:** 37 per week, Monday – Friday (flexi hours).

MAIN PURPOSE OF THE JOB:

At Clanmil, our tenants and residents are at the heart of what we do and we want to provide more great homes for families that need them. As Response Assets Officer you will support, assist and direct the Response Assets team to deliver a customer focused service to our tenants.

GENERAL RESPONSIBILITIES:

A	DELIVER RESPONSE MAINTENANCE SERVICE
1	Follow our Asset Management Strategy and ISO procedures to deliver our response maintenance service.
2	Action and monitor repair requests to enable 96% of all repairs to be completed within timescale.
3	Identify works required and issue works orders.
4	Implement and administer the requirements of measured term maintenance contracts and participate in joint procurement of those contracts.
5	Participate in appraisal of performance of contractors and take action to ensure excellent customer service.
6	Undertake sampling of repair requests and action matters arising. Pick up repair trends and feed back to the Planned assets and Development teams to assist Design Guide and future planned works.
7	Undertake scheme audits and close down action plans within two weeks.
8	Carry out two visits per annum to our independent living and supported housing schemes, one visit to individual house purchases and one visit to general needs schemes.
9	Assist the Planned Asset team in implementing planned maintenance programmes.
10	Ensure the effective administration of service contracts ensuring inventories, programmes of works and databases are up to date.



11	Manage the landscape maintenance service at schemes.
12	Ensure the implementation of insurance requirements for void properties and maintain accurate register at all times.
13	Carry out void inspections and prepare / issue repairs required to ensure a quick turnaround of properties.
14	Carry out regular Stock condition surveys/ use of Keystone tablet.
15	Provide a maintenance service to partners where required, ensuring adherence to any Service Level Agreements in place.
16	Process insurance claims.
17	Routinely monitor, action and update the internal performance management system.
B	TEAMWORK
1	Assist Development team by providing them with information regarding maintenance for new schemes via project group interaction.
2	Participate in the work of the Tenants Forum and that action arising is undertaken promptly.
3	Process and close down complaints received in regard to response maintenance service.
4	Process invoices promptly and in accordance with financial regulations.
5	Work in partnership with Housing and Scheme staff to ensure effective service delivery and efficiency.
C	PERSONAL DEVELOPMENT
1	Attend all training courses offered to help you fulfil your role to the best of your ability.
2	Be familiar with the requirements of the Housing Association Guide, CDM Regulations and other relevant legislation.
D	FOLLOW THE ASSOCIATIONS POLICIES AND PROCEDURES
1	Familiarise yourself with the Clanmil Housing Group's policies and procedures which you will be provided with at the start of your employment and during your induction period and induction training.
2	Understand the role of the Clanmil Housing Group and its mission and display its core values in your actions and behaviours.
3	Generate creative and innovative ideas to challenge and contribute to the Clanmil Housing Group's way of working.
4	Staff are encouraged to embrace the Clanmil Housing Group's Equality & Diversity Policy and commit to the principles and aims of the Equality Scheme S75 duties with regard to religious faith, political opinion, racial groups, men and women generally, marital status, age, persons with a disability, persons with dependants and sexual orientation.
5	Ensure that all work you carry out is in line with the Association's Data Protection Policy.



This Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list. In line with our values of 'Achieving Together' and 'Leave a Positive Experience', we expect all to have a flexible attitude and support each other through carrying out any other duty, from time to time, to overcome challenges and move things forward.

Signed by Postholder:

Date:

Signed by Manager:

Date:



Our values guide us.

Whilst what we do is vitally important, we think how we do it is equally important. We have all our own way of doing things. It's what makes us unique and at Clanmil we're no different. Our values are at the heartbeat of our organisation, they guide the way we behave and the decisions we make so we're doing everything we can to support our customers and their communities to thrive.

Leave a positive experience

We believe there's always an opportunity to leave a positive lasting impression if you show compassion and demonstrate you care. We see the person, not the problem. And whilst we know that sometimes we might have a tough conversation or make a hard decision, we will always act with honesty, fairness and respect regardless of the circumstances. After all we're a people business, so trust and great relationships are really important.

Believe in better

With a world of opportunity and head full of possibility, we have a shared ambition to do more. We challenge ourselves, each other, what we do and the world around us to not just settle but improve and to strive for better. We remain curious about what could be, embracing change whilst never losing sight of what we believe in. We are force for good, so we're confident to stand up and be counted.

Achieve together

Together we are stronger. It's as simple as that. By working as one with colleagues, customers and communities we can make real change happen, overcome challenges and move things forward with great energy. It feels good to be part of something, right? We all see the world differently and we might not always agree. We embrace that. We celebrate our diversity and the benefit that brings as we know that with unity comes strength.



JOB PROFILE

CRITERIA	ESSENTIAL / DESIRABLE (E / D)	TESTED
<p style="text-align: center;">QUALIFICATIONS/EXPERIENCE</p> <p>Two years' experience (within the last seven years) within a construction / facilities / maintenance environment AND a third level qualification (or equivalent) in a relevant construction/facilities/maintenance environment. OR Exceptional candidates who do not hold a third level qualification but have five years' experience (within the last seven years) within a construction/facilities/maintenance environment should also apply.</p> <p>Previous experience of Measured Term Response Maintenance & Service Contracts.</p> <p>Professional Membership – RICS, MCIQB etc</p> <p>Knowledge of NEC suite of contracts</p> <p>Working knowledge of Public Procurement processes</p> <p>Previous experience in a social housing environment</p>	<p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p>	<p>Application Form & Interview</p> <p>Interview</p> <p>Application Form</p> <p>Interview</p> <p>Interview</p> <p>Application Form</p>
<p style="text-align: center;">SKILLS & ABILITIES</p> <p>Experience of contract management including supervision of contracts</p> <p>Practical experience of delivering a front facing customer focused service.</p> <p>Possess good written and verbal communication skills with the ability to negotiate.</p> <p>Ability to organise and prioritise varied workload to meet deadlines/targets</p> <p>Ability to use initiative and work with limited supervision.</p> <p>Able to demonstrate a commitment to providing a customer focused service.</p> <p>Able to demonstrate a methodical approach and attention to detail.</p> <p>Able to work as part of a team and build collaborative working relationships</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application Form</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
<p style="text-align: center;">SKILLS/ABILITIES</p> <p>Complete proficiency in the use of Microsoft Office applications such as Outlook, Word, Excel & Powerpoint.</p>	<p>E</p>	<p>Interview</p>



Strong Customer Focus	E	Interview
High standards of integrity, fairness and professionalism	E	Interview
Highly motivated, enthusiastic and dedicated	E	Interview
OTHER		
Ability to work outside office hours including weekends and evenings and to respond to out-of-hours emergencies when required.	E	Application Form
Hold a full UK driving license and be able to travel to meet the requirements of the post without reliance on public transport.	E	Application Form