



APPLICANT INFORMATION PACK

Planned Maintenance Officer

Enclosed:

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INTRODUCTION

Thank you for your interest in applying for this position with Ark Housing.

Please use the information provided to assist you in completing your application. Should you require any further assistance please contact us directly and we will be pleased to assist you.

General Information

Ark Housing Association is a registered Housing Association with the Department for Communities (DfC) and is an independent not for profit organisation under the Industrial & Provident Society Act (NI) 1969.

Ark Housing provides social housing accommodation for rent to those in housing need. We provide accommodation throughout Northern Ireland for families, elderly people, those with disabilities, singles, and others in housing need. We also provide family homeless services providing temporary accommodation and support services for a wide range of client needs in partnership with the Housing Executive, Social Services, and other partner organisations.

Our Vision

Making a positive difference by empowering people and communities

Our Mission

In partnership, provide quality homes and support services to meet housing need and contribute to the wellbeing of communities

Our Values

<i>Progressive</i>	<i>Forward thinking, supporting change & transformational</i>
<i>Respect</i>	<i>Treat everyone with dignity and esteem</i>
<i>Integrity</i>	<i>Maintain the highest professional and personal standards</i>
<i>Diversity & Equality</i>	<i>Value diversity and equality in everything we do</i>
<i>Excellence</i>	<i>Strive to deliver the highest standards of quality and customer care</i>

JOB DESCRIPTION

JOB TITLE: Planned Maintenance Officer

LOCATION: Head Office, Belfast

ACCOUNTABLE TO: Director of Property Services

REPORTING TO: Maintenance & Property Services Manager

JOB PURPOSE:

To provide a comprehensive maintenance & property service in accordance with the strategic objectives of Ark Housing.

To ensure the development and delivery of planned maintenance projects and property services within a framework of continuous improvement and best practice.

MAIN TASKS:

As Planned Maintenance & Property Services Officer you will be responsible for ensuring the effective management and delivery of the Association's stock improvement programmes in accordance with the Association's strategic objectives and best practice in the following areas:

- Project Management
- Procurement
- Statutory & Regulatory Compliance
- Customer Services
- Financial Control

Occasionally you may also be required to cover other maintenance department functions including response & cyclical maintenance and disability adaptations. This will be at the direction of the Maintenance & Property Services Manager.

The following activities are indicative of, but not exclusively limited to, the duties and responsibilities of the Planned Maintenance Officer.

Stock Improvement & Investment

- To lead in the delivery of the Association's Stock Investment Programmes to time, quality, and budget targets and with minimum supervision.
- To assist in the development and implementation of a Sustainability Strategy to remodel and retrofit existing stock to achieve carbon reduction or net zero carbon emissions.
- Identify planned maintenance requirements, creating and proposing planned maintenance programmes.

- To lead and manage programmes of surveys relating to the stock condition.
- To keep under review the programme of Energy Performance Certificates making recommendations for change as required.
- Prepare management reports for Legal and insurance purpose.
- Lead on consultant & contractor procurement and management through the design and works process.
- To ensure compliance with quality standards, health and safety and building regulations.
- To monitor financial spend within pre-agreed budgets and produce monthly progress and spend reports.
- To assess risks and progress schemes systemically to overcome risks. Preparing reports on schemes for the SMT and Committee/Board.
- Liaise with lead consultants, staff and others as required to ensure adequate monitoring of scheme progress, costs, supervision, and quality standards.
- Ensure consultation is undertaken with all stakeholders including tenants and community representatives.
- Manage the property database listing building components and design life to assist with the maintenance of the property.
- Attend site meetings, performance reviews and liaise with all others as required, including statutory and regulatory authorities, to ensure delivery of the Association's programmes.
- Ensure all documents are handed over at handover and that defects are handled diligently, and all post contract approvals are agreed.
- To provide technical advice to all staff and tenants.

Contract & Financial Control

- Administer the requirements of measured term and other contracts.
- Participate in procurement exercises as required.
- To assist the Maintenance & Property Services Manager in processing invoices ready to be passed on to the finance team for payment.

- To undertake site inspections in order to verify contractor's valuation submissions are priced in accordance with contract requirements and payments are made in accordance with procedures.
- To ensure budgets are monitored and not exceeded, highlighting any significant positive or negative variances.
- To prepare and present reports for the Board, Committees and Senior Management Team.
- To ensure that all financial management procedures are adhered to in accordance with the Association's procedures.

Performance & Compliance

- Participate in the appraisal of consultant & contractor performance.
- Undertake pre & post inspections of maintenance work as required.
- To assist in the process of customer complaints.
- To correlate and produce performance data and ensure systems and processes used are accurate and auditable.
- To undertake customer satisfaction surveys as required.
- Attend site meetings, performance reviews and any other meetings as required.
- Ensure that all legislative, health & safety and regulatory matters in respect of all contracts are complied with.
- Assist the Maintenance & Property Services Manager to review performance and financial out turns associated with the annual contracts and procure future contracts.

Personal Development

- Attend regular supervision and performance coaching discussions with the Maintenance & Property Services Manager.
- Participate in any internal and external personal development training/learning being provided or recommended.
- Familiarise yourself with and adhere to Ark Housing policies and procedures.
- Undertake and complete training as required.

Representation

- To represent Ark Housing at meetings, interviews, seminars, conferences, training events in a positive and effective way.
- To ensure the professional representation of Ark Housing at all times.

Communication

- To ensure that you communicate effectively both internally and externally with colleagues, agencies, and others
- To ensure that you provide effective reporting both verbally and written as required
- To ensure that confidentiality is always maintained
- To ensure the effective use of all available resources including IT provision and other communication systems
- To contribute to the development of effective communications systems and management of them accordingly.

Other Duties

The post holder shall be required to represent the organisation in a positive and professional manner at all times and to adhere to the Association's code of conduct.

Attendance at conference events, seminars, meetings, and training sessions may be required on occasion outside of normal working hours.

The post holder may be required on occasion to be involved in internal working groups or teams in the development of new departmental initiatives, public relations activities or in the development of organisation or service-related literature.

The postholder may at times be required to undertake a range of cross departmental and generic activities related to their area of responsibility, and behalf of the association where required, in the event of staff absences, shortages and as directed by the Maintenance & Property Services Manager.

This Job Description is not exhaustive and only highlights the key areas and tasks associated with this post.

It cannot be prescriptive, and it is a requirement of post holder that there exist high levels of flexibility and responsiveness to the changing needs of the organisational and service demands.

The post holder shall therefore be required to positively respond to such demands and ensure that the commitment, innovation, flexibility, and delivery of high-quality services remain paramount.

WORKING ENVIRONMENT

Because of the nature of this position, you will be frequently required to work away from your normal base to other locations. You may on occasion be required to attend work outside normal office hours. The Association operates a hybrid working policy which facilitates remote working arrangements.

HOURS

Hours will normally be 37 per week. The post holder may be required on occasion to work evenings, weekends and / or to provide out of hours emergency cover in order fulfil the requirements of this role.

HOLIDAYS

Holidays would normally be 22 days rising to 27 after 5 years' service, increasing to 32 days after 10 years' service, plus 13 customary holidays.

PERSONNEL SPECIFICATION

Position: Planned Maintenance Officer

Date: July 2022

SHORTLISTING CRITERIA	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<p>Educational Attainment & work experience & knowledge (Must Demonstrate on Application)</p>	<p>Degree level qualification in a property/estate management or construction related environment and have a minimum of 1 years' experience within the last 5yrs in a property development/construction role.</p> <p>or</p> <p>Have at least 5 GCSE's including English & Maths and 3 years relevant experience in the last 5 years in a property/estate management or construction related environment.</p>	<p>Professional membership from a relevant body e.g. RICS, CIOB, RIBA</p> <p>A minimum 3 years' experience, within the last 5 years, within a similar role within the social housing sector.</p> <p>Knowledge of NI Public Procurement Policy and Public Contracts Regulations.</p> <p>Knowledge of sustainability and environmental issues and assessment tools.</p>
<p>Relevant Experience (Must Demonstrate on Application & Interview)</p>	<p>Relevant experience must include reference to at least three of the following:</p> <ul style="list-style-type: none"> • Contract and/or project management • Procurement • Stakeholder Engagement • Assessing project risk • Financial control and monitoring • Sustainability and environmental issues • Delivering against key performance indicators and contributing to performance reports 	
<p>ICT Skills (Must Demonstrate on Application)</p>	<p>Must be competent in the use of MS Office applications.</p>	
<p>Transport (Must Demonstrate on Application)</p>	<p>Must hold a valid driving licence & have access to a car for business purposes for use in the fulfilment of the role.</p>	

Customer Focus (Interview)	Have effective interpersonal communication skills. Has experience in adopting excellent service initiatives and is proactive in identifying solutions to problems. Applies a professional approach to ensuring good quality service to all stakeholders.	
Data Protection (Interview)	Is familiar with the requirements of the general data Protection Regulations and is experienced in providing a confidential service to customers and in managing their personal information in a confidential manner.	
	PERSONAL BEHAVIOURS	
Embracing Change	Contributes positively to change and recognises the positive impact of change on individuals and the team. Is flexible and positively accepts change.	
Equality	Treats all colleagues and those with whom they come into contact with fairly and equitably and demonstrates respect for and sensitivity to their needs.	
Team Working, Communicating & Influencing	Breaks down barriers that impact effective team working. Optimises the use of the pool of knowledge and embraces a learning culture. Has effective interpersonal communication skills and experience of report writing	

GUIDANCE NOTES

It is important that you read these notes carefully before you attempt to complete the application form. Therefore, please take a few minutes to read the information in this pack which will guide you throughout the process.

Job Description and Personnel Specification

The Job Description and Personnel Specification will assist you in deciding whether you meet the essential criteria for this position. Please remember that the Association reserves the right to increase the criteria used for the short listing of candidates to be selected for interview without further notification. You should use the job description and personnel specification to help you consider your relevant experience, training and skills and ensure that you highlight them when completing the experience & training section of the application.

Short Listing Candidates

Candidates will be selected solely on the information provided in this application form and you should ensure that you answer all sections fully and provide the information requested in all sections of the application form.

CVs are not acceptable, and your application will not be registered if you submit a CV.

Confidential Equality Form

You should ensure that you complete the Equal Opportunities Questionnaire and return it in a separate envelope addressed to the Monitoring Officer and marked Private & Confidential or by email along with your completed application form to: recruitment@arkhousing.co.uk

Supporting Documents

Documentary evidence will be required if you are short listed to attend for interview. This will include photographic identification e.g. passport, driving licence or other form of acceptable ID.

Copies of your educational qualifications, professional membership and any other documents required to support your application are also required. You may bring these documents to the office with you on the day of your interview and staff will arrange to copy them for you. Please note that all documents provided must be originals.

Disclosure of Criminal Records

All applicants must complete this section fully. Where criminal convictions are disclosed, details must be provided of the offence(s) of which the applicant has been convicted and any relevant details relating to the offences.

You should note that Ark Housing are required to carry out checks on all persons being considered for employment with the Association through the Access NI scheme.

Data Protection

All information provided by applicants will be used solely for the purposes for which it is required in this recruitment exercise and will not be disclosed to others except where we are obliged to do so in accordance with the provisions of the General Data Protection Regulations.

Equality of Opportunity

Ark Housing is an Equal Opportunities Employer and we welcome applications from all sections of our community. Arrangements can be made for those applicants who require additional support or assistance because of a disability or other consideration which may hinder them in this application process. This may include the provision of translation service, alternative format for the documents or arrangements to facilitate a specific disability. If you require such assistance, please contact the Recruitment Officer either by telephone on 028 90 752310 or email: recruitment@arkhousing.co.uk

Equality Monitoring

To comply with our obligations under Equal Opportunities and Fair Employment legislation, we are required to monitor our recruitment exercises to ensure that our Recruitment Policies and Procedures are effective. All applicants are required to complete the Equal Opportunities Questionnaire associated with this application and to return it for the attention of the Monitoring Officer.

General Points

- The application form, if completed by hand, should be completed in BLACK INK and must be legible. The application may also be completed electronically and emailed to recruitment@arkhousing.co.uk
- When completed you should read through your application again to check that you have fully completed all sections.
- If submitted by post, please make sure that you leave plenty of time for your application to be received by the closing date & time. Please remember that late applications **WILL NOT BE ACCEPTED.**
- Pay attention to the Applicant Declaration and ensure that you have signed and dated the application form.
- Do not send any supporting documentation with this application form. We may ask for such documents if your application is successful and you are short listed for interview.
- Please ensure that you have the permission of your nominated referees to act on your behalf and that they agree to provide you with a reference.
- Canvassing on behalf of your application will disqualify your application.