



JOB DESCRIPTION

Post: Maintenance Officer	Analyst: J Brooks Director of Development & Property Management
Date: September 2022	Department: Maintenance
1. <u>JOB DETAILS</u>	
a. Responsible to:	Maintenance Manager
b. Responsible for:	Property management function
c. Working hours:	37 hours per week (Monday to Friday)
d. Wage level:	NJC Point 23, £28,226 – NJC Point 29, £33,486
e. Essential Qualifications:	3rd Level education (University Degree/HND/HNC or equivalent) in a relevant subject OR a minimum of 2 years' experience within the last 5 years in a similar role
f. Essential Experience:	A minimum of 1-year experience within the last 5 years in a similar role Computer Literacy: A good working knowledge of Microsoft Office packages including Word, Excel and Outlook
2. <u>JOB SUMMARY</u>	
To ensure the effective and efficient delivery of Property management operation and assist the Association to achieve its core aims and objectives. To operate an effective response maintenance service, management of aids and adaptations, servicing, cyclical and planned maintenance schemes To instil a culture of customer focussed business development.	
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 Maintenance Manager and/or 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 Maintenance Manager/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 authorise 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 all activities are conducted in accordance with the Company's Health and Safety and Equal Opportunities Policy.
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 (Integrity, Sustainability, Excellence, Empowerment, Collaboration, Fairness), 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	Adhere to policies and procedures as contained within Staff Handbook
4.9	Conduct all activities with confidentiality and in accordance with the requirements of Data Protection Legislation.
4.10	Carry out any other duties as may be reasonably expected from time to time that are within the competence of the post holder and conducive to the effective delivery of the role and success of the Association.

Please be advised that this list is not meant to be exhaustive and may be added to or amended as and when deemed necessary.

Signed by Employee:

Signed: _____

Date: _____

Signed on behalf of Association:

Signed: _____

Date: _____

Position: _____