



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

PERSONNEL SPECIFICATION

Post: Maintenance Officer

Analyst: J Brooks
 Director of Development & Property Management

Date: October 2022

| Specification | Essential | Desirable |
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| Physical Make up | Professional tidy appearance | |
| Qualifications | Relevant 3rd Level education (University Degree/HND/HNC or equivalent in a relevant subject i.e. construction, housing, project management, surveying, etc.) OR 2 years' experience within the last 5 years in a maintenance service delivery role | 3 rd Level qualification in Construction/Estate Management/Facilities/Housing or Maintenance related subject |
| Job Experience And Training | A minimum of 1-year experience within the last 5 years in a maintenance service delivery role Computer Literacy: A good working knowledge of Microsoft Office packages including Word, Excel and Outlook | Experience in a similar housing/maintenance management environment Experience of ensuring compliance with statutory requirements, e.g. Asbestos Management, Fire Safety, Gas Safety, Legionella Control |
| Specialist Knowledge | Has a good understanding of the role and responsibilities of a maintenance officer role. Knowledge of property maintenance management practises. Experience in monitoring performance. General awareness of health and safety regulations (including fire). Awareness of GDPR/ Data Protection | Previous experience of Measured Term Response Maintenance & Service Contracts. Sound technical knowledge of property maintenance and construction. 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 |

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| | | Awareness of GDPR/ Data Protection |
| Special Skills / Aptitudes | <p>Ability to maintain confidentiality and discretion</p> <p>Enthusiasm with a flexible approach to working and adaptable to change</p> <p>Clear understanding of response, cyclical and planned maintenance processes</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>Be able to demonstrate a methodical approach and attention to detail.</p> <p>Ability to work to specified deadlines in order to meet organisational objectives</p> | <p>Experience of Investors in People standard.</p> <p>Experience of contract management and supervision of contractors.</p> <p>Experience of Housing Management Software</p> <p>Knowledge of public sector procurement processes and contracting arrangements</p> <p>Ability to assess feasibility and risk.</p> |
| Disposition | <p>Approachable</p> <p>Shows common sense and initiative</p> <p>Vigilant</p> <p>Good Team player</p> | |
| Personal Circumstances | <p>Accessible to location</p> <p>Access to transport</p> <p>Flexibility to work outside normal working hours when required</p> | |