**Role Profile**

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| **Job title:** Maintenance Officer |
| **Department:** Customer Services |
| **Reports to:** Maintenance Manager |
| **Grade:** 5O |
| **Staff responsibility:** None |

**Organisational Structure**

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| Director of Customer Service |

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| Head of Property Services |

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| Responsive Repairs Co-ordinator |

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| Maintenance Manager |

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| Maintenance Officer | Maintenance Officer |

**Job Purpose**

To be responsible for the building maintenance requirement of the Association’s housing stock within a designated geographical area. You will also assist in the formulation and running of an efficient system which maintains the Association’s properties to the highest possible standard.

**Key Accountabilities**

**Person Specification**

* To respond to on-site problems and assess and determine appropriate action
* To assist in planning and controlling maintenance expenditure, preparing and compiling reports as required
* To prepare specifications for remedial or improvement works as required
* To provide out of hours attendance in the event of a major incident
* To supervise the Defects Liability Period on new buildings
* To review contractors’ service standards, reporting thereon as necessary, including recommendations for addition to , or removal from the Association’s Approved List
* To prepare tender documents for maintenance work and deal with all aspects of work in progress up to monitoring and evaluation of contractors’ performance
* To maximise the use of the Association’s computerised maintenance programme, ensuring that all appropriate information has been collated and entered
* To arrange service contracts for gardening, heating, firefighting equipment etc. and to ensure that contracts are carried out satisfactorily
* To supervise works orders procedures
* To process insurance claims
* To monitor expenditure against budget
* To provide a high level of customer service when dealing with internal and external customers
* To adhere to the Association’s Health and Safety Policy
* To carry out any other reasonable tasks as required
* To carry out the role using the core values of the organisation as guidance
* Knowledge of relevant Human Resource practices
* Ability to read understand and accurately apply relevant human resources policies and procedures
* To strive continuously to improve the quality of all that we do the right things, and to do them right

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| **Education** |
| * Qualified to NC Level or equivalent in a building discipline
* Membership of the Institute of Clerk of Works and/or Membership of the Institute of Maintenance and Building Management.
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| **Experience** |
| * Relevant Health and Safety awareness, such as ensuring adherence to safe working practices and environmental procedures, CDM 2015
* Basic I.T skills- Microsoft word, excel and e-mail
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| **Knowledge** |
| * Experience of working for a local authority.
* Previous experience of working in a similar role.
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| **Skills and Abilities** |
| **Essential*** Experience of housing repairs and maintenance operations
* It literacy, particularly in MS Office applications
* Valid driving licence and car available for use at work

**Desirable*** Qualified to NC Level or equivalent in a building discipline
* Clerk of Works background and experience of contract/contractor supervision
* Membership of the Institute of Clerk of Works and/or Membership of the Institute of Maintenance and Building Management
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| **Personal Qualities** |
| * Work with staff to understand their needs, and to address those needs appropriately, in a timely manner
* Ability to ask probing questions, listen, accurately comprehend and verbally as well as in writing, respond to staff in a timely manner
* Ability to provide clear, concise and accurate information and explanations to a variety of people in both formal and informal settings
* To have the views, welfare and quality of life of our tenants and service users at the heart of all we do
* To remember that everyone is equal, everyone is different.
* Demonstrates solid knowledge and skills within own functional area, as well as a general understanding of HR practices
* Knowledge of relevant human resource practices
* Ability to read understand and accurately apply relevant human resource policies and procedures
* To strive continuously to improve the quality of all that we do. We work as a team to do the right things, and to do them right
* Works collaboratively with others; promotes a positive climate, good morale and co-operation between team members
* Ability to develop and maintain a positive climate
* Demonstrate collaborative work relationships with colleagues
* We are open, honest, trustworthy and inclusive in all our dealings. We do what we say we will do
* Presents verbal and written information, ideas and questions in a clear and understandable manner; responds appropriately to others.
* Ability to communicate information and ideas; both verbally and in writing
* Ask relevant questions in a clear, understandable and timely manner
* To be committed to working with customers, partners and colleagues with mutual respect, understanding and trust
* Works to achieve performance standards, expectations and desired outcomes
* Ability to contribute towards a positive work environment by accurately completing work assignments
* Achieve common goals, ensuring desired outcomes are met in a timely manner
* Ability to identify, clarify and analyse relevant customer concerns or problems
* Provide sound options/recommendations and implement practical solutions in a timely manner
* To try new and better ways of delivering our services and actively consider new ways of working and service provision
* We will strive to achieve greater value for money in all you do.
* Knows own strengths and areas for development; demonstrates time management and personal organisation, commitment to learning, ability to use healthy coping strategies in working through change and transition.
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**Core Competencies**

* Put our customers first
* Strive for excellence
* Be accountable
* Think and act as ‘one team’
* Demonstrate respect
* Achieve work/life balance