

Job description

1. **Job Title:** Maintenance Officer

Location: Irvine Office

Team/Directorate: Property Services

Responsible To: Maintenance Manager (Irvine)

Responsible For: N/A

2. **JOB PURPOSE**

Deliver an effective service within the Maintenance Team, to provide excellent customer service through face to face interactions, telephone calls or written communications.

3. **PRINCIPLE DUTIES AND RESPONSIBILITIES**

3.1 **Principle Duties and Responsibilities**

- Support and assist the Maintenance Manager with the delivery of the repairs contracts and ensure repairs are completed on time and meet a high standard.
- Monitor and supervise specialist contractors undertaking non-standard repairs and ensure safety, certification, quality and completion of all works before final invoices are payable and in line with agreed costs and our designated budgets.
- Provide delivery of void repairs process.
- Supervision, task allocation, quality control and any other duties requested by Maintenance manager in regard to our Estate caretaker service.
- Provide advice, guidance and permission in line with relevant policies and procedures such as alterations or rechargeable repairs to ensure a consistent service is provided.
- Deliver partnership working across the organisation to improve performance and ensure collaborative working and a consistency of service.
- Responsible for the delivery of insurance works.
- Deliver an effective customer service, to ensure we meet our agreed Key Performance Indicators, Service Level Agreements and in line with legislative requirements.

- Maintain effective document and system upkeep in line with Company Policies and Procedures and working processes, to ensure industry standards and regulatory requirements are met and works are certified.
- Perform effective data management to enable accurate reporting and monitoring on our repairs budget and rechargeable and recoverable costs are claimed through third party sources, such as Scottish Government for medical adaptations or insurable works.
- Undertake administrative control and execute clerical duties, such as letter writing or note taking at meetings to support and inform the team and the wider organisation of all agreed actions, outcomes and agreed responsibilities.
- Contribute to policy design, to ensure they meet with changes in regulation and maximise the quality of our service delivery.

3.2 Key Performance Indicators

- Inspect alteration requests within allocated timescales if one is required
- Make a decision on an alteration request within the agreed timescales
- Meeting the agreed timescales for repairs
- Ensuring a qualified person or contractor undertakes a repair
- Inspecting the agreed percentage of repairs up to £1000 to ensure they are completed to a satisfactory standard
- Inspect all works over £1000 in value, to ensure they are completed to a high standard.
- Meet with Right to Repair legislation
- Make an appointment for an inspection within allocated timescale.
- Ensure all void properties meet with our re let standard
- Provide tenants with a timescale for undertaking a medical adaptation
- We will ensure we take care of your home and leave it safe at the end of the day
- We will ensure you can use of your gas, electricity and sanitary services at the end of the day or make alternative arrangements for accommodation.
- Investigate and respond to complaints in line with Cairn Housing Associations policy.

3.3 Key Contacts – Internal & External

- Internal, all departments in line with partnership working.
- Direct Customers, for all general advice support and monitoring of a tenants needs.
- Local Authorities, for joint working on projects and HMO's and ensuring compliance with enforceable regulations.
- Leaseholders, when carrying out Leased Property Inspections.
- Other External Partners, for joint working on specialist projects or insurance claims.
- Councillor's with members enquiries and issues relating to home owners.
- Home owners, when dealing with boundary enquires and communal issues.
- Police, when undertaking forced entry or reporting illegal activity.
- Social Services, when giving assistance to meeting our customers' needs

- External services, such as Scottish Water or the National grid (Transco) when reporting issues that are not the responsibility of the Association but are in direct relation to the safety or repair of our housing stock.
- External suppliers, ordering materials or equipment when previously authorised.

3.4 Health & Safety

- Ensure that Health and Safety guidelines and fire regulations are strictly adhered to and complied with, such as CDM 2015, COSHH, HASAWA, GSIUR, RIDDOR, ETC.
- Comply with safe working practices as defined by Cairn Housing Association
- Complete online training as and when required
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
- Report any accidents, incidents or near misses as soon as reasonably practicable.

3.5 General

- Be aware of and adhere to Cairn Housing Association policies and procedures at all times
- Take part in progress/performance reviews throughout the year
- Cooperate with other Cairn Housing Association departments
- Attend training courses and complete online training modules as required to meet the requirements of the post
- Take responsibility for own personal development, seeking out opportunities to learn new skills
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role.

3.6 Other

- Apply the Cairn Housing Association values and behaviours to every aspect of the role at all times
- Promote and maintain the brand standards of Cairn Housing Association
- Adhere to the codes of conduct expected of a Cairn Housing Association employee
- Update and review cornerstone progress, record evidence of competencies and goals status.

Maintenance Officer
Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and specific training	Educated to HND level or other relevant professional qualification. Competent operator of IT systems:- Microsoft packages, Word, Excel, PowerPoint Experience using a Repairs system Experience in property and asset management systems to ensure the upkeep of stock condition data IT System Literacy (general) Health and Safety awareness ELearning courses, required and advisory Current UK driving Licence	Other software use; CAD Portal access and use (contractor specific) Epix Open Housing PIMMS NHR Learnpro IOSH CDM 2015 Gas Safe level 2 Electrical safety awareness Fire safety awareness Management of Asbestos Legionella management Water bylaw awareness GDPR Lone Working Energy Performance of a home Scottish Housing Quality Standard ESSH
Experience	Substantial, 3 - 4 years' experience Workings within the parameters of a contract and ensuring compliance with the scope of works and terms and conditions outlined.	Clerk of Work experience would be desirable. Supervisory experience of working with a maintenance contract. Checking off compliance certificates, EPC CP12, EICR

	Project management experience and understanding. Working to and in accordance with policy and procedures	
Knowledge	Advanced = Professional qualifications such as HND or building maintenance management, supervisory experience. An understanding of or able to reference the following; COSHH IOSH CDM2015 GSIUR Electrical Safety and continuity regulations Legionella control Asbestos Control Fire Risk Assessments	Knowledge of current governing legislation which is enforceable upon the association, such as SHQS, IEE, Health and safety at work, Gas compliance, HMO licensing etc. that would be required to make an informed decision on adherence of legislation.
Skills	Ability to work under pressure, co-ordinate a varied and complex workload in a busy office environment. Ability to work under own initiative and prioritising and organising own workload. Ability to evaluate, diagnose and remediate a variety of building defects by applying analytical thinking and problem solving Ability to manage projects and coordinate works	Microsoft Project
Personal attributes	Applies analytical reasoning, is driven to do well, be effective, achieve and succeed. Understands compliance, adheres to policies and/or procedures, or seeks approval	Legible handwriting

	from the appropriate authority before making changes. Can delegating appropriately, designates responsibility and refers problems or activities to others for effective action. Understands Empathy, understands the feelings and attitudes of others and is able to put oneself in others' shoes. Is Innovative, not adverse to change and able to recognise creative solutions in varying work-related situations. Has integrity, maintains and promotes organisational, social, and ethical standards and values in the conduct of internal as well as external business activities. Good listening skills, draws out opinions and information from others in face-to-face interaction. Proficient in communication, both written and verbal.	
Additional requirements	Ability to drive with access to a vehicle Satisfactory return of a Disclosure Scotland check. Flexible Working to suit the business needs, work late or OOH attendance in extreme circumstances. Ability to attend events to promote and represent Cairn Housing Association.	

Job Description and Person Specification Agreement:

The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.

Post Holders Signature:

Date:

Managers Signature:

Date: