

**Job Profile**

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| **Job details** |
| **Job Title** | Maintenance Officer |
| **Section** | Property Services |
| **Report to** | Maintenance Manager |
| **Grade** | EVH Grade 7, PA22 – PA25  |
| **Hours of work** | 35 Hours per week  |
| **Place of work** | Ralston House, Cyril Street, Paisley, PA1 1RW |
| **Disclosure Level** | PVG | **Date Reviewed** | April 2025 |

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| **Person Specification** |
| **Essential*** Experience in the delivery of Maintenance related services.
* Experience in working within a technical environment.
* Ability to demonstrate knowledge of Health and Safety in relation to Maintenance services in domestic properties.
* Ability to demonstrate knowledge of areas of Compliance within Maintenance services in domestic properties.
* Ability to use own initiative and to work effectively as part of a team.
* Trade/professional qualification relating to the delivery of maintenance related services. - Commitment to undertake relevant qualifications may be considered.

**Desirable*** Experience in working within the social housing sector.

**Knowledge, Skills and Abilities****Essential*** Experience of delivering reactive/planned repair and cyclical maintenance services.
* Ability to demonstrate knowledge of the regulatory requirements for maintenance services in social housing including SHQS and EESSH.
* Ability to demonstrate knowledge of legal requirements relating to areas of compliance within social rented properties, e.g. Gas, Fire Safety, Asbestos. Damp and Mould etc.
* Ability to demonstrate knowledge of Health and Safety requirements relating to the delivery of maintenance services and facilities management.
* Experience in the performance management and quality control of Contractors.
* Experience of working in an environment where there is a strong commitment to the delivery of excellent customer services.
* Flexible in approach to work and ability to plan effectively and prioritise workloads.
* Excellent verbal and written communication skills including report writing.
* Excellent IT and numeracy skills including proficiency in MS packages and bespoke operational databases.

**Desirable*** Experience of working in a social housing, property/building management environment.

**Values and Attitudes****Essential*** Ability to demonstrate empathy with W.H.A.’s values.
* Commitment to continuous service improvement and excellence.
* Demonstrated commitment to continuing professional development.

**Other*** Ability to meet the practical requirements of the post, including flexibility relating to attending meetings and events related to the role.
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| **Core Responsibilities** |
| * To provide an efficient and comprehensive maintenance, repairs and voids service.
* To carry out Technical and Contract administrative duties within the Maintenance Section.
* To support the delivery and achievement of operational and strategic targets in the delivery of maintenance related services.
* To support the delivery of a reactive repairs service including scoping repairs, instructing works, contract management, liaison with external agencies and ensuring value for money.
* To support the delivery of void repairs including scoping repairs, instructing works, contract management, liaison with Housing Management and ensuring value for money.
* Ensure compliance with legislation and statutory requirements relating to domestic properties including Gas, Electrical, Asbestos, Fire and Legionella Management.
* To support the delivery of excellent cyclical and planned maintenance services in line with the Asset Management strategy and component replacement lifecycles.
* To assist in the continued delivery of the Asset Management Strategy and progress Net Zero and EESSH2 Investment plans.
* To carry out the effective supervision of Contractors in the delivery of excellent reactive, planned and cyclical repair services to fully comply with statutory and regulatory requirements.
* To carry out administration duties to ensure value for money is achieved relating to Contractor applications for payment and Invoice authorisation.
* Contribute to the Value for Money Strategy in relation to all aspects of service delivery.
* Provide advice and support to Staff across the Association in relation to Maintenance related functions.
* Ensure compliance with internal controls relating to the procurement of Contractors and financial regulations in relation to the operational role.
* To assist in the effective development and management of operational processes to ensure compliance with all areas of Health and Safety and Compliance relating to staff and resident safety.
* To implement all operational policies, processes and controls to meet all legal, risk management and operational requirements.
* Ensure compliance with key policy areas including Health and Safety, General Data protection Regulation (GDPR), Code of Conduct and other statutory requirements.
* Commitment to the delivery of excellent services through proactive measures to ensure all regulatory and legislative standards are met.
* Deputise for the Maintenance Manager as required.
* Prioritise and management of own workload in line with operational requirements.
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| **Key Tasks** |
| **Reactive/Void repairs*** Pre-inspect repairs to ensure accuracy of repairs instructions for Contractors undertaking the required work.
* Liaise with residents in respect of reactive repairs.
* Record repair details on the Associations database and issue repair instructions.
* Confirm access arrangements with Tenants and Contractors in relation to repair works being undertaken.
* Supervision and Management of Contractors delivering services to the Association for areas as identified by the Maintenance Manager.
* Arrange and attend Contract progress meetings to ensure high quality service delivery.
* Carry out Technical Inspections and quality control visits as required within individual properties and common areas.
* Support processes to ensure value for money including the scrutiny of works instructed, Invoice checking and carrying out quality inspections of completed works.
* Ensure all areas of Compliance and Health and Safety relating to tenanted stock are met and kept in line with legislative requirements.
* Undertake administrative works in relation to job completion times, costs for services and the update of internal databases to record information relating to asset management and stock attributes.

**Planned/cyclical maintenance*** Support the delivery of cyclical and planned programmes of works.
* Liaise with residents in respect of planned/cyclical works.
* Supervision and Management of Contractors delivering services to the Association for areas as identified by the Maintenance Manager.
* Arrange and attend Contract progress meetings to ensure high quality service delivery.
* Carry out Technical Inspections and quality control visits as required within individual properties and common areas.
* Support processes to ensure value for money including the scrutiny of works instructed, Invoice checking and carrying out quality inspections of completed works.
* Ensure all areas of Compliance and Health and Safety relating to tenanted stock are met and kept in line with legislative requirements.
* Support the delivery of a facilities management regime for W.H.A’s offices and other properties as required.
* Communicate information relating to planned/cyclical programmes of services as required to support the delivery of W.H.A Factoring service.
* Undertake administrative works in relation to component works, costs for services and the update of internal databases to record information relating to asset management and stock attributes.

**Other tasks*** Update of internal databases to record information relating to asset management and stock attributes.
* Administration tasks including the preparation of standard reports, letters to residents and filing information on the repairs database as required.
* Respond to any service complaints in line with policy requirements and ensure robust processes to communicate operational improvements.
* Collate customer satisfaction feedback and action any improvements required by identified failures in services.
* Analyse Contractor completion dates and monitor against Contract Service and KIP targets.
* Build effective relationships with internal and external colleagues and stakeholders to achieve the objectives of the Business Plan and annual Strategic Objectives.
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| **General** |
| * To attend and, where necessary, represent the Association at meetings or events with external organisations and individuals, including evening meetings as required.
* To contribute to the general development and wider activities of the Association, as a member of the staff team and to act at all times in the best interests of the Association.
* Any other duties as may be determined from time to time by the Maintenance Manager and/or Head of Property Services.
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