North London Muslim Housing Association

Job Description & Person Specification

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| Post: | Maintenance Officer |
| Department: | Maintenance |
| Responsible to: | Maintenance Manager |
| Number of staff reporting: | None |

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| Overall Responsibilities of Post: |

1. The Maintenance Officer will contribute to ensure that NLMHA Housing Association provides an efficient, cost effective, good quality repairs and maintenance service for all properties it manages including owner occupied developments.
2. The Maintenance Officer will play a key role in the day to day delivery of the repairs and maintenance service.
3. The Maintenance Officer will liaise closely with Housing Management staff and report to the Senior Maintenance Officer and have a dual responsibility with estate inspections and services.

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| **Key Achievement Areas:** |

# Operational Matters

* Operate the Associations computerised repairs system including call logging, recording repairs and the production of works orders.
* Carry out pre and post inspections for repairs.
* Scrutinise contractor’s invoices for rates charged, hours worked and material charges.
* Identify rechargeable repairs and insurance claims in line with the Associations maintenance policy.
* Monitor response times regularly for completing repairs in order to measure contractor performance.
* Manage out of Hours repairs. Including attendance on site out of office hours.
* Ensure NLMHA KPI’s are monitored.
* Monitoring of Gas Servicing contract ensure high service delivery is met.
* Carrying out and monitoring quality control inspections on Post and pre inspection surveys.
* Operate a list of approved contractors.
* Ensure that any contractors on approved list are suitably qualified for the type of work they undertake and have all the necessary documentation required to be an approved contractor in place.
* Oversee the work of approved contractors in a professional manner and regularly review their performance.
* Carry out estate inspections, post and pre inspections.
* Assist the Asset Manager, Senior Maintenance Officer of Maintenance and external consultants in the production of planned and cyclical maintenance programmes.
* Oversee and co-ordinate planned maintenance programmes including the annual servicing of gas boilers to tenanted properties.
* Update stock condition survey data base.
* Approve purchase orders and invoices on repairs system

1. **Void Properties**
2. Inspect and organise necessary repairs to void properties and ensure all work is completed as quickly as possible to minimise rental loss.
3. Liaise closely with Housing Management staff to ensure prospective tenants can view void houses early to minimise rental loss.
4. Attend and contribute to regular void house meetings in order to monitor and improve on void turnaround times.
5. **Out of Hours**
6. Respond to out of hours calls as necessary and occasionally attend on site if the situation arises.
7. Attend as necessary out of hour’s committee meetings, resident’s association meetings, training courses, seminars and conferences.
8. **New Build development**
9. Attend onsite inspections during the construction phase to gain knowledge of the building’s fabric and services.
10. Contribute to smooth handover of the building from the contractor to ensure all the necessary procedures and documentation is received as per the Association’s policy
11. Inspect and distinguish between repairs and defects during the defects period and ensure the appropriate works orders are issued.
12. Managing the defects process with Lease holders and Shared ownership owners**.**
13. Deal with defects liability period, ensuring all reported defects is dealt with promptly and according to time scales.
14. **Estate & Property Management**
15. Carry out regular estate inspections and order necessary repairs.
16. Oversee landscape/cleaning contractor and report and instruct any remedial works.
17. Liaise closely with Housing Management Staff on estate management issues and services.
18. Ensure all servicing schedules is up to date.
19. **Health & Safety**
20. Oversee specialist contractors that maintain specialist equipment and services to our Properties.
21. Maintain records and logbooks for special service contractors and ensure all documentation is in order
22. To undertake monthly checks as part of site visits/Post Inspections ensuring all repairs operatives are working in a safe manner and works carried out according to repairs orders.
23. Managing Housekeeping checks, Fire checks, fire alarm checks, AOV systems, Dry Risers.
24. Ensure fire safety works actions are completed within the agreed time scales.
25. Ensure that the Associations repairs and maintenance service achieves agreed performance standards.
26. **General supervisory management**
27. Work closely with all other staff from the Association to ensure the delivery of all services is efficient and effective to all its customers
28. Deputise for the Senior Maintenance Manager when required.
29. To support the wider repairs management team and Asset Manager in making continuous improvements to the service.
30. Manage contractors, appointing, assist in tendering procedures and H&S checks as appropriate.
31. Process and approve purchase orders and invoices.
32. To carry out any other duties appropriate to this post, as necessary

To undertake other duties considered reasonable within the scope and purpose of the post as directed by the Senior Maintenance Officer.

(No job description can cover every issue, which may arise within the post. In addition to the duties and responsibilities listed, the job holder is required to perform other duties assigned by their line manager. However, such duties would be broadly consistent with those listed in this document and reasonable in relation to the job holder’s skills, abilities and status. Training will be providing as is necessary).

PERSON SPECIFICATION

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| **Job Title** | **Maintenance Officer** |
| **Department** | **Maintenance** |
| **Reporting to:** | **Maintenance Manager** |
| **Responsible for** | **None** |

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| **Key Qualifications, Skills and Experience** | Essential | Desirable |
| **Education** |  |  |
| Building Construction qualification, HNC, HND or equivalent. |  | D |
| **Experience** |  |  |
| Experience of working within social housing. |  | D |
| Experience of working in a property, building or construction sector or environment. | E |  |
| Experience of working in a management/supervisory position and demonstrating an excellent track record in staff management. | E |  |
| Experience of working in a customer focused environment and delivering high standards of customer care. | E |  |
| Experience of dealing with the leaseholders and possessing a strong customer focus | E |  |
| **Skills and Abilities** |  |  |
| Excellent people management skills and the ability to challenge support and motivate a large team. | E |  |
| An understanding of excellent standards of customer care in repairs services and how to deliver them. | E |  |
| Excellent problem solving and decision-making skills. | E |  |
| Organisational and prioritisation skills. | E |  |
| IT Skills – Excel, Word, Email, databases and systems. | E |  |
| The ability to work with a wide range of staff and teams to manage and deliver change. | E |  |
| **Knowledge** |  |  |
| Knowledge and understanding of responsive repairs in the social housing sector. | E |  |
| Knowledge of building, construction and property maintenance. | E |  |
| Understanding of the importance of effectively managing financial resources and an understanding of the principles of ‘Value for Money’. | E |  |
| A knowledge of the relevant Health and Safety regulations, requirements and best practice on how to implement. | E |  |
| **Other Requirements** |  |  |
| Ability to work outside of normal office hours as and when required. | E |  |
| Full, clean driving license. | E |  |

Address: 15b-15c Urban Hive, Theydon Road Clapton E5 9BQ

Telephone number: 0208 815 4200

Email: recruitment@nlmha.com