North London Muslim Housing Association

Job Description & Person Specification

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

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| Overall Responsibilities of Post: |

You will be trained to:

1. Manage day to day routine maintenance repairs
2. Carry out estate inspections and maintain inspection and quality records
3. Deal with reports of anti-social behaviour and complaints
4. Provide a high-quality front-line service to the Association’s tenants, residents and other stakeholders
5. Provide an efficient and effective customer focused housing service
6. Develop and maintain appropriate administrative and support systems
7. Deliver services within the Association’s policies and procedures upholding the Equal Opportunities Policy at all times
8. Promote and develop effective working relationships with tenants, residents and partners
9. Monitor and recover rent arrears

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| **Key Achievement Areas:** |

# Operational Matters

1. **General**
   1. Receive repairs requests and issue works orders and specifications for the Association properties in line with the repair and financial guidelines
   2. Liaise with the maintenance department to ensure a prompt and efficient service
   3. Monitor work orders to its completion and carryout tenant satisfaction surveys
   4. Liaise with tenants / contractors and ensure appointments and completion times are kept and processed in line with the service standards.
   5. Carry out pre, post and void inspections.
   6. Accompany the Assistant Technical Officer / Housing Officer to carry out health and safety inspections to tenanted properties, communal areas and estates
   7. Ensure that tenants comply with their conditions of tenancy and assist Housing Officer’s on investigating reporting of anti-social behaviour or any other related complaints
   8. Assist with daily office administration tasks including basic tenant and resident queries
   9. Any other duties commensurate with the grade and nature of the post.
2. **Administrative Support:**
3. Filing, faxing and photocopying when required.
4. Maintain a paper-based filing system.
5. Maintain an electronic database and filing system.
6. Use the Housing management software and Microsoft Office packages to produce correspondence, reports and other documentation as required.
7. Provide support and assistance to the work of the Association to maximise efficiency of operation.
8. **Customer Service:**
   1. Ensure that the Association’s tenants and other stakeholders are provided with confidential, prompt and appropriate advice and information accordingly.
   2. Respond to client comments and complaints in accordance with the Association’s policies and procedures.
   3. Maintain responsive, respectful and culturally competent client contact.
   4. Treat client information with sensitivity and with regard to confidentiality.
   5. Promote client involvement and interest in the Association and its affairs.
9. **Other:**
10. Implement the Association’s Equal Opportunities Policy in carrying out all the tasks associated with this post.
11. Carry out such other related duties as required by the line manager.
12. Work efficiently and effectively as part of a team.
13. Work collaboratively with other departments to ensure a smooth and effective delivery of service to stakeholders

Attend and contribute to staff meetings

1. The post holder may be required to attend evening / weekend meetings. No overtime payment will be made however time off in lieu (TOIL) will be granted.

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

(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** | **Trainee Maintenance & Housing Officer** |
| **Department** | **Maintenance** |
| **Reporting to:** | **Maintenance Manager** |
| **Responsible for** | **None** |

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| **Key Qualifications, Skills and Experience** | Essential | Desirable |
| **Education** |  |  |
| Must have minimum of five GCSEs at Grades A-C | E |  |
| Knowledge & Experience |  |  |
| Undertaken work experience in a customer service environment and or in an administrative support capacity |  | D |
| Provided a high-quality front-line service to the public |  | D |
| Knowledge of maintenance and housing management service |  | D |
| **Skills and Abilities** |  |  |
| Good communication skills, both verbal and written | E |  |
| Ability to manage a complex workload within agreed priorities and to deliver against tight deadlines |  | D |
| Ability to employ IT in support of the position and experience of using standard MS software | E |  |
| Ability to work on own initiative with limited supervision |  | D |
| Excellent interpersonal skills |  | D |
| Ability to communicate with a second language |  | D |
| **Attitude** |  |  |
| A mature, sensitive and practical approach to the position |  | D |
| A flexible approach to work tasks and commitment to work proactively in support of the team | E |  |
| A tactful approach in dealing with tenants, residents and members of the public |  | D |
| A commitment to quality assurance in customer service |  | D |

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