

Job Title	Maintenance Assistant
Grade:	Grade 5 (£31,792 - £35,332)
Accountability:	Head of Asset Management/ Senior Maintenance Officer / Maintenance Officer

1. JOB PURPOSE

Provide a first class repair and property management service to all of the Association's customers, both internal and external.

Role and responsibilities are carried out whilst upholding the values of the Association as these guide our behaviours, decisions and actions, these are:

- **Be Honest** and open in our approach, decisions and communications
- **Be Accountable** to our tenants, community and each other
- **Be Respectful** and considerate in how we treat each other
- **Be Supportive** and willing to go the extra mile

2. KEY TASKS AND RESPONSIBILITIES

- 2.1 Assist in the delivery of an excellent front-line repairs service. This includes maintenance of repairs system, engagement with contractors and customers, issuing orders and adhering to repairs policy and procedures.
- 2.2 To provide general clerical and computing assistance to the department.
- 2.3 To take and log calls relating to tenant/ owner repairs and defects, with support from the Assets team, raise works orders on Homemaster to the appropriate contractor.
- 2.4 Problem solve complex repairs cases to conclusion with customers, contractors and internal colleagues.
- 2.5 Compilation and trend analysis of key performance indicator data including Annual Report on the Charter (ARC) data.
- 2.6 To assist the The Head of Asset Management and Senior Maintenance Officer in collating performance returns for inclusion in reports to committee.

- 2.7 To assist the Senior Maintenance Officer, Maintenance Officer and Compliance Officer in checking Landlords Gas Safety Certificates, issuing follow up works orders ensuring works are carried out within statutory timescales.
- 2.8 Assist in the monitoring of budgets and ensure all invoicing is processed in line with Financial Regulations.
- 2.9 Continuous review and improvements to customer service standards and performance in relation to the core tasks and overall function.
- 2.10 Investigate and respond to customer complaints.
- 2.11 Ensure provision of high quality advice and support to all customers, including tenants and homeowners.
- 2.12 Create and maintain effective working relations with external contractors, external agencies and internal colleagues.
- 2.13 Participate in training courses and personal development as required. Issuing customer satisfaction forms and collating resultant formation.
- 2.14 General correspondence letters/ telephone calls to tenants and owners to arrange access for inspections works and compliance visits etc.
- 2.15 To liaise with housing and finance section to provide relevant repair information regarding factoring and rechargeable repairs.
- 2.16 To monitor contractor completion times and provide reports to the Head of Asset Management and Senior Maintenance Officer as required.
- 2.17 To organise the filing systems for maintenance and maintain records as required by the maintenance manager, including all relevant data in connection with
 - Property database Insurance claims Gas safety Asbestos register
 - Framework of Maintenance Contractors Emergency Call-outs
 - Undertake such duties as may be required in terms of the Health and Safety at Work etc. Act 1974 and other health and safety legislation.
 - Undertake such delegated duties as may be decided by the Association and as may be required by the Head of Asset Management.

3. OTHER DUTIES

- 3.1 Uphold and deliver the Association's values.

- 3.2 Be committed to your own professional and personal development to meet the needs of the role and the Association
- 3.3 Ensure the work of Asset Management conforms to Health & Safety requirements and good practice.
- 3.4 Uphold the Association's Equal Opportunity Policy and codes of practice.
- 3.5 Attend, as required on a rota basis, call-outs in relation to emergency situations for the Association's office; Neighbourhood centre or other premises owned or managed.
- 3.6 Attend meetings at evenings or weekends, as required in relation to your role and the Association's work
- 3.7 Carry out any other tasks commensurate with your role as directed by the Head of Asset Management, Director or Management Committee.

Education and Qualifications	E	D
Educated to National 5 grade or equivalent	✓	
English and Mathematics at National 5 Level	✓	
Experience		
At least two years recent experience of carrying out Customer services duties	✓	
Experience of customer engagement	✓	
Experience of working in repairs or a maintenance organisation		✓
Experience of working in a target driven environment	✓	
Experience of working with Microsoft applications	✓	
Experience of working in the social housing sector		✓
Skills, Abilities & Personal Attributes		
Committed to continuous improvement, customer service excellence.	✓	
Organisational Skills	✓	
Communication Skills	✓	
Proficient in the use of I.T	✓	
Positive outlook	✓	
Pleasant manner	✓	
Flexible approach to work	✓	
Customer engagement skills	✓	
Problem solving skills	✓	
Team player	✓	
Customer Focussed	✓	

Ability to plan and prioritise work to meet personal targets and organisational goals.	✓	
Good time management to meet challenging deadlines	✓	
Knowledge		
Use of database systems	✓	
Microsoft Applications: Excel and Word	✓	
Knowledge of repairs and maintenance		✓
Knowledge of health and safety relating to repairs and maintenance		✓
Homemaster software		✓
Other Requirements		
Awareness of equality issues and commitment to meet the Association's Policy and codes of practice	✓	
Commitment to continuous improvement	✓	
Pleasant personality and a confident manner	✓	
Basic disclosure	✓	