

Job Title	Senior Maintenance Officer
Grade:	Grade 8 (£51,075 - £55,259)
Accountability:	Head of Asset Management
Responsible for:	Maintenance Officer / Maintenance Assistant

1. JOB PURPOSE

The purpose of the post of the Senior Maintenance Officer is primarily to manage a high quality, efficient and effective maintenance service to meet the needs and expectations of our tenants and other customers. The key remits of this role are:

- Supporting delivery of quality services in investment, reactive, planned and cyclical maintenance
- Contractor liaison on site for asset functions
- Leading customer engagement for asset services for reactive, investment, planned and cyclical works
- Lead on performance improvement in reactive maintenance services and void repair timescales
- Pre, post and void inspections
- Stage 2 complaints resolution and formal written response
- Point of contact on a rota basis to assist the out of hours repairs service
- Develop procedures for remit
- Contribute ideas and suggestions for service improvement

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 To provide a high quality repairs service that achieves best value

- Assist the Head of Asset Management in the development and review of Maintenance policies and procedures.
- Carry out pre inspections as required, to assess the nature of the repair and record on job line that repair work verified by pre inspection.
- Monitor and control the external contractors' performance against stated targets and monitor quality of work. Bring any instances of poor performance to the Contractor's attention and prepare report for the Head of Asset Management with recommendations, should performance fail to improve.
- Receive and retain copies of works orders, signed by the tenant or member of staff to confirm completion date/time.
- Carry out post inspections in accordance with stated targets.
- Report findings of pre and post inspections.
- Check, certify or query invoices as necessary and pass to the Repairs & Compliance Assistant who will then enter cost of work onto database.
- Process completed works orders from contractors ensuring accurate time and material recording to contribute towards the Best Value review.
- Identify repairs recoverable via Insurance and ensure Insurance procedures followed.
- Ensure property database is maintained recording internal specifications, gas and electrical safety checks, and updated at least on a monthly basis.
- Carry out an annual review of Contractors and prepare report, in conjunction with the Head of Asset Management, with recommendations for the Association's list of contractors for reactive, cyclical and planned maintenance work.
- Monitor and report on Association's performance against agreed targets, and benchmarks.
- Assist the Head of Asset Management to identify and inform the Management Committee of new guidance and legislation affecting the Association's maintenance responsibilities
- Implement the Association's recoverable repairs procedures for reactive repairs and voids.
- Receive, consider, and advise tenants on requests to undertake alterations or improvements and administer applications in accordance with the Association's policy and procedures. Ensure approved alterations are contained within database.
- Review Void specification to establish a high quality standard for the maintenance and repair of empty houses, which facilitates the letting process
- Attend end of tenancy inspections with staff members of the Housing Services Team.

- Ensure all void properties are pre and post inspected and co-ordinate repairs to achieve target timescales by the Trade Team and external contractors.
- Manage the work of the Maintenance Assistant and Maintenance Officer and ensure that the administration duties of the section are sufficiently managed when required.
- Manage the programme for cyclical and planned maintenance and ensure that cycle intervals are adhered to and that planned work is organised within the required component accounting requirements.
- Support the Compliance Officer in examining certificates and reports relating to gas safety, and electrical inspections, and ensure work carried out timeously and certificates provided by Contractor within 7 days to ensure compliance with statutory requirements.

2.2 To manage the Association's external contractors to ensure a high quality repairs service

- Co-ordinate the Association's external contractors to maximise output in re-active, cyclical and planned major repair works.
- Ensure external contractors' performance is closely monitored and controlled against targets and quality. Take early action to attend to any poor workmanship or service related issue to affect an immediate improvement in the repairs service.
- Report to the Head of Asset Management any continued non-compliance or poor performance, workmanship or service of any external contractor.
- Maintain and review annually external contractors' records and documentation in relation to financial position, public indemnity, insurances, etc.
- Convene regular meetings with contractors at appropriate intervals to discuss performance, service, financial (invoicing) and tenant satisfaction outcomes associated with their contract with the Association.
- Attend to any concerns or complaints raised by external contractors in relation to their work and activities for the Association.

2.3 To provide support to the Head of Asset Management with Asset Management and assist in implementing and monitoring investment work

- Assist in the work of the Association's consultant in the completion of the stock condition survey of all Association's housing stock on a 5-year rolling programme in order to ensure that the Association has an accurate and up to date record of the current condition of its properties and appropriate budgetary provision made for component replacement

- Maintain stock condition data through the outcome of technical inspections and works and improvement works to keep the HomeMaster Planned Maintenance Module up to date with the condition and/or improvement of our housing stock.
- Co-ordinate the Planned Maintenance / Cyclical Programme
- Ensure good communication with tenants, residents or other customers in relation to cyclical or planned major repairs.
- Attend surveys, march-ins or other inspections associated with planned maintenance programme.
- Assist in the preparation of a planned maintenance programme for the Association's properties based on the outcomes of the five yearly stock condition survey and technical inspections to ensure the Association's housing stock is well maintained and meets the aspirations of our tenants and other customers.
- Ensure the Association achieves value for money from its Maintenance budgets in terms of its work through external contractors.
- Procure contractors and/or instruct works in accordance with the Association's Procurement Policy.
- Supervise contracts and post inspect work to inform invoicing arrangements.

2.4 To manage medical adaptations to facilitate improvements to our tenants' homes to contribute to them or members of their household's medical needs

- Ensure that referrals are processed for medical adaptations to our tenants' homes from the Occupational Therapist.
- Ensure effective management of the waiting list for medical adaptations.
- Procure suitably competent contractors to attend to medical adaptations in accordance with the Association's Procurement Policy.
- Manage the coordination of medical adaptation works with the tenant and contractor ensuring the process and completed works are to the tenant's satisfaction.
- Post inspect all completed medical adaptations
- Process contractors' invoices for completed works to meet contract timescales and conditions i.e. retentions.
- Process claims timeously through Glasgow City Council for payment of grants for medical adaptations
- Progress Stage 3 adaptations for work in the Association's properties in accordance with the relevant policy and ensure that budget monitoring is carried out for this category. Grant applications are to be submitted on time.

- Produce information for Key Performance Indicators relating to the management of medical adaptations.

2.5 To contribute to the management of Health and Safety within the Association

- Ensure compliance with Health & Safety and risk assessments associated with repair and improvement works and the management of John Butterly House.
- Ensure that all contractors used by the Association meet Health and Safety requirements
- Ensure external contractors provide risk assessments and method statements for their work and activities including COSSH assessments prior to the issue of work orders.
- Assist the Head of Asset Management to achieve full compliance with our legal obligations associated with the Management of Asbestos, Damp and Mould.
- Assist the Head of Asset Management to achieve full compliance with fire safety regulations and guidelines for the Association's housing stock and premises.
- Assist the Head of Asset Management to maintain health & safety information e.g. audit reports and actions, plans, risk assessments, method statements, qualifications and certifications.
- Attend meetings of the Health and Safety Working Group as required.
- Carry out testing of the fire alarm, fire drills and evacuations to the Association's offices and Neighbourhood Centre.

2.6 Provide assistance with tenant participation and customer care

- Provide a courteous and professional service to tenants, owners and other customers across all functions
- Provide assistance with tenant participation / consultation exercises
- Co-attend tenants / owners meetings as required
- Liaise with other agencies when required to deliver customer care
- Consider and value customers' views / comments
- Ensure that complaints received are managed in accordance with the Association's Complaints Policy
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2.7 Provide assistance with compliance duties

- Support the Compliance Officer ensuring gas servicing anniversary dates are maintained and recorded accurately.

- Support the Compliance Officer to ensure electrical safety inspections (EICR) are carried out at appropriate intervals as required.
- Support the Compliance Officer with other compliance duties such as asbestos, water hygiene, lift safety as required.

3. OTHER DUTIES

- 3.1 Contribute to reviews of Maintenance policies and procedures.
- 3.2 Positively contribute as to the achievement of organisational objectives and goals.
- 3.3 Participate in promotional, marketing and community events relating to the Association's work.
- 3.4 Maintain driving licence accreditation and show evidence of this annually by submitting driving licence for inspection.
- 3.5 Carry out any other tasks commensurate with your role as directed by the Head of Asset Management, Head of Housing and Communities, Director or Management Committee.
- 3.6 Uphold and deliver the Association's values.
- 3.7 Be committed to your own professional and personal development to meet the needs of the role and the Association
- 3.8 Ensure the work of Asset Management conforms to Health & Safety requirements and good practice.
- 3.9 Uphold the Association's Equal Opportunity Policy and codes of practice.
- 3.10 Represent the Association at external meetings as required such as held by GWSF, SFHA and SHN.
- 3.11 Attend, as required on a rota basis, call-outs in relation to emergency situations for the Association's office; community centre or other premises owned or managed.
- 3.12 Attend meetings at evenings or weekends, as required in relation to your role and the Association's work

Education and Qualifications	E	D
Professional, Technical or other Construction related qualification.	✓	
Driving Licence	✓	
HND or Degree Qualification		✓
Clean Driving Licence		✓
Experience		
Track record of Property Management in a housing organisation.	✓	
Experience of using a maintenance database and raising job orders.	✓	
Supervision of a Maintenance Department.	✓	
Line Management experience including 1:1 meetings and performance management	✓	
Liaison with contractors in reactive, cyclic and planned maintenance repair work	✓	
Experience in the housing association sector.		✓
Working with Voluntary Management Committee and Tenant and Residents Groups.		✓
Experienced in working with Microsoft applications i.e. Word, Excel.		✓
Skills, Abilities & Personal Attributes	✓	
Excellent presentation and communication skills.	✓	
Good interpersonal and team working skills.	✓	
Good letter and report writing skills.	✓	
Highly motivated to excel in role and meet deadlines.	✓	
Proficient in I.T.	✓	
Ability to plan and prioritise work to meet personal targets and organisational goals.	✓	

Customer focused.	✓	
Flexible in approach to work.	✓	
Ability to negotiate and influence others.		✓
Mediation and negotiating skills.		✓
Knowledge		
Health and safety legislation.	✓	
Excellent knowledge of current Building, Electrical and Gas regulations.	✓	
Scottish Housing Regulator's regulatory framework and Scottish Housing Charter requirements.		✓
Awareness of "wider role" initiatives.		✓
Awareness of tenant participation issues.		✓
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.	✓	