



Job Description

Job Title:	Maintenance Officer
Grade:	EVH Grade 7 – PA22 to PA25
Responsible To:	Senior Maintenance Officer
Term:	Permanent

1 Aims and Objectives of the post and obligations of the post holder

- 1.1 The Maintenance Officer (MO) will be responsible to the Senior Maintenance Officer (SMO), but tasks may also be delegated by the Operations Manager and other members of the management team. The Senior Maintenance Officer will be the formal line manager.
- 1.2 The post holder will be part of the Maintenance team which consists of a Senior Maintenance Officer, 2 x Maintenance Officers, 2 x Assistant Maintenance Officers and. The Operations Manager has overall responsibility for the Maintenance team.
- 1.3 The Maintenance Officer's primary responsibility is to provide an effective, efficient maintenance service to current and former tenants, potential tenants, sharing owners and owner-occupiers through providing reactive repairs works, as well as cyclical and planned maintenance work.
- 1.4 The MO will have an awareness of legal, regulatory and best practice requirements within the RSL sector as they relate to the post. In addition, the MO will contribute to the successful delivery and achievement of strategic and operational objectives.
- 1.5 It is not envisaged that the MO will be required to work out with normal working hours on a regular basis. There will, however, be occasions where this is required. In such cases, compensation will be as time off in lieu of payment (TOIL) and we will endeavor to give as much notice as possible.

- 1.6 The Association operates a dress code requiring staff to dress in a neat, tidy and business-like fashion at all times.
- 1.7 The Association has a significant staff training and further education budget and is committed to enabling staff to learn and develop in line with their needs, aspirations and interests. The MO will therefore be expected to undertake training to ensure they continue to have the relevant skills and knowledge to be able to perform the role in an effective manner, and they will be encouraged to develop new skills. All training and further education approved by the Association will be at the Association's cost and in the Association's time.
- 1.8 Sections 3 and 4 outline the (i) maintenance and (ii) general and administrative elements of the post.
- 1.9 It is important to note that the duties outlined in this document do not form part of a contract and must be viewed as an indication of the basic duties of the post. For example, staff members may be required to cover the work of others in the event of absence.

2 Key Maintenance tasks and responsibilities

- 1.10 The tasks and responsibilities outlined in this section will be delivered by the MO
- Provision of a first-class tenant focused maintenance and repairs service.
 - Ensure the Association's housing stock is kept in good repair by adhering to policies and procedures, as well as meeting targets and required standards to achieve effective stock management.
 - Comply with good practice and legalisation at all times.
 - Ensure value for money with maintenance budgets reported to the Operations Sub-Committee
 - To report on reactive, planned and cyclical maintenance programmes including performance against targets to the Operations Sub-Committee
 - Provide technical advice to the Operations Sub-Committee
 - Ensure void properties meet the Association's lettable standard policy.
 - To ensure expenditure remains within the set budget
 - Record and respond to service complaints identifying frontline resolutions and ensure that learning and feedback from complaints are implemented.
 - Identify opportunities to improve service delivery and actively seek feedback from tenants on their satisfaction with the maintenance service.

- Be able to successfully conclude business issues involving a wide range of stakeholders and situations.
- Keep efficient records relating to the maintenance function to ensure accurate and robust audit trails through effective use of SDM, IT systems and registers.

3 Key Functional and Operational Duties

3.1 Reactive Repairs and Maintenance (including defects)

3.1.1 The following tasks include:

- Receive and process repairs reported by tenants and owners in line with the Association's policy.
- Carry out pre-inspections to assess the nature of the repair required as per the Association's policy.
- Carry out post inspections, in line with the departmental targets, to assess the quality of works completed. Ensure value for money is achieved along with excellent levels of customer satisfaction.
- Record and follow up on out of hours emergencies as soon as notified.
- Carry out internal and external inspections of the Association's stock, including common areas, identifying repairs for action and ensure a high standard of estate management in line with the Association's policies, procedures and targets.
- Monitor and control contractor performance against stated targets, identify and address any underperformance from our contractors and report the outcomes to the Senior Maintenance Officer/Operations Manager in a timely manner. Provide recommendations should performance fail to improve.
- Check and authorise invoices in line with the Association's policy and procedures, ensuring each is commensurate with the work carried out and the work of a high standard.
- Identify repairs to be claimed via insurance, submit claims, liaise with loss adjustors to include collating supporting documentation including photos, instruct works approved by insurance and compile the final invoice for submissions. Making sure to keep clear audit trails for the claims process.
- Ensure appropriate key management when keys are issued to contractors
- Provide clear advice to tenants on mitigating issues within the property
- In consultation with the Senior Maintenance Officer/Operations Manager, organise competitive quotes/ tenders for repairs and maintenance work.
- Implement the Association's recoverable repairs procedures, and in conjunction with the AMO, ensuring invoices are raised for recoverable items.

- Receive and respond to tenants' alterations requests, specifying standards and/or additional requirements in accordance with the Association's policy and procedures. Record approved alterations on the property database.
- Implement medical adaptations in accordance with the Association's policy, procedures and budgets. This includes working closely with Housing Management colleagues, issuing works specifications and post inspection of works. Ensure that works are carried out are in line with the budget set by the Association for stock transfer properties and grant funding received for Cernach's own stock. Maintain a waiting list when budgets have been exhausted.
- Assist the Senior Maintenance Officer/Operations Manager in the procurement of contracts to include preparing detailed specifications and organising competitive quotes/tenders for minor maintenance work where required. Ensure development of best practice in relation to selection and appointment of contractors, in accordance to the procurement policy and financial procedures.
- Assist in the production of reports to the Operations Sub-Committee in relation to planned and cyclical works.
- Monitor and report on the Association's performance against agreed targets, and the Scottish Housing Regulator's benchmarks.
- Bring any new guidance and legislation affecting the Association's maintenance responsibilities to the attention of the Operations Sub-Committee
- Ensure defects are reported timeously and that all final defect inspections are carried out and follow up action taken where required.
- Support Finance Officer in technical discussions with owners
- Contribute to the completion of maintenance related indicators of the Annual Return of the Charter.
- Support the Housing Management team to deal with difficult circumstances in relation to tenant safety and property management.
- Provide technical support to colleagues, by inspecting properties that require technical assessment before repair is instructed.

3.1.2 Any other reasonable duties related to reactive repairs and maintenance (including defects).

3.2 Void Repairs

3.2.1 The following tasks include:

- Carry out void inspections to identify repairs in line with the void management policy and procedure.
- Issue void repairs line in orders in accordance with Cernach's policies and procedures.

- Regularly monitor progress the works of contractors to ensure value for money is being achieved.
- Liaise with contractors and external agents to ensure repairs are carried out within the Association's timescales targets.
- Carry out post inspections to ensure void properties meet the re-let standards.
- Work effectively with housing management colleagues to help minimise void periods and achieve the key performance indicators as set by Committee.
- Audit and authorise invoices in line with works completed, identify any discrepancies and communicate these to the Senior Maintenance Officer in a timely manner
- Assist the Senior Maintenance Officer and Operations Manager to ensure continuous improvement in the delivery of the service

3.2.2 Any other reasonable duties related to void repairs.

3.3 Cyclical & Planned Maintenance

3.3.1 The following tasks include:

- Assist the Senior Maintenance Officer and Operations Manager in the set up and procurement of all repairs' contracts and contractors by taking an active role throughout the process.
- Ensuring quality assurance on cyclical and planned works contracts by carrying out surveys, monitoring works on site and signing off on completions.
- Work to achieve high levels of customer satisfaction on planned maintenance projects by liaising with residents throughout the process. Working in tandem with Housing Management colleagues.
- Participate in all meetings including prestart, progress and site meetings.
- Manage and report progress on the Association's cyclical contracts, including fire detectors and electrical testing.
- Maintain budgetary control to ensure cyclical and planned works are achieved within budgets.
- Work with the contractors to identify community benefits opportunities for planned works.
- Ensure the Association has accurate and up to date records of the current condition of its properties so we can procure and instruct works as identified through the stock condition survey, and in line with budgetary provisions.
- Assist in the preparation of programmes, plans and specifications for investment of stock in line with the 30-year lifecycle costings.
- Assist the Senior Maintenance Officer and Operations Manager in the update of the Association's five-year maintenance plan annually.

- Assist with cyclical and compliance program inspections, providing guidance to the Maintenance team.
- Establish service contracts and ensure property records are maintained and updated, to include the recording of internal specifications, fire detectors, gas, electrical safety, controlled entry and other installations. Monitor costs against budget and manage contractor performance.
- Work with the AMO to ensure the gas servicing and electrical installation conditioning reports processes are followed up on.
- Monitor the landscape maintenance contract to ensure that the work is carried out to a high standard to include grass cutting, hedge cutting, litter picking, moss removal and shrubbery maintenance for communal areas.
- Work alongside Housing Management colleagues to monitor the close cleaning contract and address any concerns regarding contractor performance.
- Identify works required for trees & fencing and guttering cyclical programs, monitor progress and work within set budgets.
- Progress works in relation to Scottish Housing Quality Standards (SHQS) and Energy Efficiency Standard for Social Housing in Scotland and keep robust audit trails.
- Identify any health & safety risks within our stock and taking responsibility to ensure this is addressed, ensuring that our contractors adhere to CDM and other Health and Safety criteria

3.3.2 Any other reasonable duties related to cyclical & planned maintenance.

3.4 Budgetary Control

3.4.1 The following tasks include:

- Work to ensure that the Association's maintenance budgets are adhered to at all times and providing value for money for residents.
- Check and authorise maintenance invoices in accordance with the Association's financial policy and procedures, ensuring each is commensurate with the work carried out and the work of a high standard.
- Refer any works expected to cover more than £1,000 to the Senior Maintenance Officer for approval prior to instructing works to the contractor.
- Provide input into the setting of annual budget in relation to maintenance including reactive, planned and cyclical. Thereafter report on control and costs for these works to the Operations Sub-Committee.

- Advise the Senior Maintenance Officer/Operations Manager at the earliest opportunity if budgets are likely to run over.

3.4.2 Any other reasonable duties related to budgetary control

3.5 Health & Safety

3.5.1 The following tasks include:

- Ensure that all contractors used by the Association meet H&S requirements
- Ensure H&S files containing, specifications and 'as built' drawings for all new build schemes are filed and easily accessible
- Ensure H&S plans, files and method statements are in place where required for major works.
- Contribute to ensure compliance with H&S (e.g. gas safety, asbestos, water hygiene).
 - e) Understand how to manage and control H&S risks in relation to your role
- Comply with the Association's health & safety policy, in relation to the H&S of staff and members of the public.
- Undertake H&S training as required to fulfil the full responsibilities of this role

3.5.2 Any other reasonable duties related to health & safety

4 General and administrative tasks

4.1 The following are the key general and administrative tasks related to the Maintenance Officer role:

- Attend evening meetings of the Operations Sub-Committee as required by the SMO. Assist in producing monthly reports for this Sub-Committee in relation to performance against targets, and monitoring of budgets.
- Contribute to the development and review of policies and procedures relating to the delivery of the maintenance function.
- Maintain a technical library and keep up to date with building and maintenance legislation and best practice to ensure continuous performance improvement and professional development.
- Highlight any trends identified during inspections and advise Management Committee on design and specification issues.
- Attend public meetings and focus groups as required to advise and consult with tenants and owners.
- Contribute to quarterly newsletters, annual report and business plan.

- Attend the Annual General Meeting, public meetings and open days, as required.
 - Maintain systems for filing and carry out filing on a weekly basis.
 - Contribute to the Association's work in promoting equality and human rights and uphold the principles and values outlined in the equality and human rights policy.
 - Ensure customers are fully aware of the complaints handling procedure operated by the Association.
 - Be responsible for the security and protection of the Association's information and to maintain the utmost confidentiality of customers' details at all times.
 - Be responsible for the security of the office along with all other members of staff.
 - Participate in training and development, attend conferences, seminars and courses, etc, and maintain a level of knowledge and skills to complete your duties effectively and efficiently
 - Contribute to the overall activities of the Association and be an ambassador for the Association at all times
- 4.2 Any other reasonable general and/or administrative tasks as deemed appropriate by the Senior Maintenance Officer and/or Operations Manager

5 Review

- 5.1 This job description will be reviewed after the MO's first year in post following which it will move to a three-year cycle. There will be consultation with the postholder prior to any reviews taking place.