

Maintenance Officer – May 2026

Person Specification



Essential and desirable skills and experience

Essential Criteria
Technical or professional qualification in building or can clearly demonstrate technical knowledge and ability through experience
Working knowledge and understanding of current building regulations, health and safety legislation (gas, fire, electrical, asbestos management, legionella, damp, condensation & mould).
Working knowledge of reactive, cyclical, and planned maintenance processes.
Working knowledge of common building defects and repair diagnostics.
Experience of supervising contractors and repair works.
Experience/knowledge of procurement of contracts and obtaining quotations in line with procedures and regulations
Ability to work under pressure to meet deadlines, use initiative and take decisions
Ability to work independently and as part of a team.
Demonstrate excellent customer skills and understanding the importance of customer satisfaction in delivering our services.
Strong communication skills, able to communicate clearly, confidently, and transparently with staff, colleagues, customers, and contractors, in both verbal and written communications.
Strong ICT skills, utilising the Microsoft office packages and other software for accurate record keeping.
Ability to work independently and as part of a team.
Ability to work flexibly and effectively plan and/or prioritise workloads within set timescales.
Desirable Criteria
A relevant degree and/or professional membership of the Chartered Institute of Housing or other professional body.
Experience of SDM housing software system (maintenance module).
Knowledge of stock condition surveys and lifecycle costing.
Understanding of insurance claims processes for property repairs.
Experience working with maintenance budgets and ensuring value for money.

Senior Maintenance Officer – March 2026 (continued)
Person Specification

