

Job Description

Job Title: Assistant Maintenance Officer

Grade: EVH Grade 6 – PA17 to PA20

Responsible to: Senior Maintenance Officer

Term: Full-time, permanent

1. Aims and objectives of the post and obligations of the post holder

- 1.1 The Assistant Maintenance Officer (AMO) 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 SMO, a Maintenance Officer (MO) and two Assistant Maintenance Officers. The Operations Manager has overall responsibility for the Maintenance team.
- 1.3 The AMO'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 a high-quality service in relation to reactive repairs, cyclical works, planned maintenance and tenant safety.
- 1.4.1 The AMO will have an awareness of legal, regulatory and best practice requirements within the RSL sector as they relate to the post. In addition, the AMO will contribute to the successful delivery and achievement of strategic and operational objectives.
- 1.5 It is not envisaged that the AMO will be required to work outwith 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 endeavour 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 AMO 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 2 provides an overview of the key tasks and responsibilities. Section 3 outlines the main functions (i) reactive repairs and maintenance, (ii) cyclical works, planned maintenance and tenant safety (iii) void repairs, (iv) budgetary control. Finally Section 4 outlines the 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 Repairs and Maintenance tasks and responsibilities

- 2.1 The tasks and responsibilities outlined in this section will be delivered by the AMO.
- a) Provide a first-class customer focused maintenance and repairs service to service users.
 - b) Respond to reactive repairs, planned works, cyclical maintenance and tenant safety programmes, including reporting performance to the Operations Sub-Committee
 - c) Monitor contractor performance and highlight any concerns.
 - d) To help ensure that the Association's properties are maintained to as high a standard as possible taking account of budgetary levels.
 - e) Ensure void properties meet the Association's lettable standard.
 - f) Adhere to policies and procedures, as well as meeting departmental targets.
 - g) Comply with good practice and legalisation at all times.
 - h) Identify opportunities to improve services and actively seek feedback from tenants on their satisfaction with the maintenance service.
 - i) Record and take ownership of Stage 1 service complaints by identifying a frontline resolution. Ensure that complaints learning and feedback are shared and implemented amongst the team.
 - j) Be able to work with a wide range of people and situations.
 - k) Ensure that relevant files and records are kept up to date and in accordance with GDPR, and accurate and robust audit trails are kept.

3. Key Functional and Operational Duties

3.1 Reactive Repairs and Maintenance

3.1.1 The following tasks include: -

- a) Record repairs reported by customers though phone call, in person or electronically and advise customers of timescales involved and notify contractors of the works.
- b) Arrange access for repairs as required with the tenants and contractors, and work to resolve any access issues.
- c) Monitor repairs progress and log completion dates on the system.
- d) Ensure tenants receive as good a service as possible by following up on issues quickly and efficiently as they arise, e.g., liaising with the contractors and obtaining updates on outstanding repairs.
- e) Record and follow up on out of hours emergency repairs as soon as notified.
- f) Assist the MO by carrying out post inspections, in line with the departmental targets, to assess the quality of work completed.
- g) Provide clear advice to tenants on managing issues within the property (e.g. condensation, ventilation, mould and dampness)
- h) Log repairs identified by colleagues through the five -yearly property inspections.
- i) Carry out post repair telephone surveys and report satisfaction results in maintenance reports. Make recommendations for any improvements.
- j) 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.
- k) Monitor contractor performance against stated targets, identify cases where contractors are underperforming and advise the MO/SMO in a timely manner for a quick response.
- l) 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. Keep clear audit trails for the claims process.
- m) Take the lead on identifying and processing rechargeable repairs, agree repayment terms, monitor payments, and implement sanctions for non-payment in line with the policy and procedure.
- n) Work with the MO/SMO to implement medical adaptations in accordance with the Association's policy, procedures and budgets. This includes working closely with Housing Management colleagues. Ensure the works are carried out are in line with the budgets set for stock transfer and Cernach's own stock.
- o) Check, process 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.
- p) Administer the key cabinet in relation to voids, ensuring all keys are tracked and appropriately recorded if issued to contractors, consultants or staff.

- q) In conjunction with Maintenance colleagues keep an approved list of contractors and consultants up to date and maintain records for insurance cover.
- r) Prepare and issue appropriate letters, emails, text messages and surveys relating to the maintenance function.
- s) Help prepare maintenance reports to be taken to the Operations Sub-Committee.
- t) Assist with collating maintenance indicators for the Annual Return of the Charter.

3.1.2 Any other reasonable duties related to reactive repairs and maintenance.

3.2 Cyclical Works, Planned Maintenance and Tenant Safety

3.2.1 The following tasks include:

- a) Assist the team in the procurement of repairs' contracts and contractors by taking an active role in the process.
- b) Maintain databases related to planned works, cyclical maintenance, service contracts, gas servicing, electrical safety and fire safety.
- c) Help to manage the Association's cyclical contracts including attending and participating in the gas, electrical, component renewals, close cleaning and ground maintenance progress meetings, as required.
- d) Participate in project meetings including prestart, progress and site meetings.
- e) Assist in evaluating SPD quality returns for planned maintenance works.
- f) Ensure the Association complies with legislative and regulatory requirements so all gas properties having a current CP12 certificate and valid electrical installation condition report (EICR). This includes arranging appointments and applying the no access procedure. Ensure any remedial works identified at visits are carried out.
- g) Notify Housing Management colleagues if there are access difficulties for cyclical works, planned maintenance and tenant safety.
- h) Also notify senior staff at an early stage if there are potential access issues which could lead to non-compliance.
- i) Liaise with residents throughout planned programme of works to help collate satisfaction data and ensure high levels of customer satisfaction are maintained.
- j) Help ensure cyclical works and planned maintenance remains within budgets.
- k) Ensure the Association has accurate and up to date records of repairs, including certification, to allow us to identify and plan our asset management approach and address any issues within the stock.
- l) Ensure property records are maintained and up to date. This includes accurate recording of internal specifications e.g., fire detectors, gas certification, electrical installation condition reports (EICRs), medical adaptations, heating systems, controlled door entry, water checks and other installations.
- m) Assist the MO to monitor the landscape maintenance contract to ensure that grass cutting, hedge maintenance, litter picking, moss removal and shrubbery maintenance for communal areas is carried out to a high standard, and in line with required timescales.



- n) Progress works in relation to Scottish Housing Quality Standards (SHQS) and Energy Efficiency Standard for Social Housing in Scotland and keep robust audit trails.

3.2.2 Any other reasonable duties related to cyclical works, planned maintenance and tenant safety.

3.3 Void Repairs

3.3.1 The following tasks include: -

- a) Assist the MO in carrying out void inspections as per the void management policy, procedure and lettable standard.
- b) Issue void repairs lines in accordance with policies and procedures.
- c) Regularly monitor the progress of the contractors' works to ensure value for money is being achieved and repairs are carried out within the Association's timescales targets.
- d) Ensure the systems are updated with void actions taken as well as outstanding actions keeping clear audit trails and working to ensure void loss is minimised.
- e) Assist the MO in carrying out post inspections to ensure void properties up to the lettable standard.
- f) Work closely with housing management colleagues to minimise void relet times and achieve the key performance indicators as set by Committee.
- g) Work with Maintenance colleagues to ensure continuous improvement in the delivery of the voids service.

3.3.2 Any other reasonable duties related to void repairs.

3.4 Budgetary Control

3.4.1 The following tasks include:

- a) 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.
- b) Work to ensure maintenance budgets are adhered to.
- c) Refer any works expected to cover more than £500 to the MO for approval prior to instructing works to the contractor.
- d) Ensure invoices accurately reflect insurance and rechargeable repairs cost centres.
- e) Advise the MO/SMO at the earliest opportunity if budgets are likely to run over.
- f) Ensure value for money is achieved with maintenance budgets.
- g) Provide input into the setting of annual budget in relation to maintenance services.

3.4.2 Any other reasonable duties related to budgetary control.

4. General and administrative tasks

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

- a) Assist in producing monthly maintenance reports for the Operations sub-Committee in relation to performance against targets and budget monitoring.
- b) Contribute to the development and review of policies and procedures relating to the delivery of the maintenance function.
- c) Contribute to quarterly newsletters, asset management strategy and business plan.
- d) Attend the Annual General Meeting, public meetings and open days, as required.
- e) Maintain filing systems and carry out filing on a weekly basis.
- f) Contribute to internal working groups as required.
- g) 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.
- h) Ensure customers are fully aware of the complaints handling procedure.
- i) Be responsible for the security and protection of the Association's information and to maintain the utmost confidentiality of customers' details at all times.
- j) Be responsible for the security of the office along with all other members of staff.
- k) 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.
- l) 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 AMO'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 review taking place.