

Cernach Housing Association

Senior Maintenance Officer (maternity cover)

Job Description

Job Title	Senior Maintenance Officer (maternity cover)
Grade:	EVH Grade 8 – PA28 to PA31 (£46,728 to £50,556) pay award pending April 2025
Reporting to:	Depute Director
Responsible for:	Maintenance Officer Assistant Maintenance Officer x 2

1. Job Purpose

- 1.1 The Senior Maintenance Officer (SMO) will undertake a middle management role, providing a critical link between the Maintenance team and the Depute Director
- 1.2 The SMO will supervise the maintenance team on a day-to-day basis and provide information and guidance to colleagues with issues related to the maintenance function. The Corporate Services Assistant has some limited maintenance duties and is line managed by the Corporate Services Officer.
- 1.3 Along with the Director, Depute Director, Corporate Services & Assurance Manager and Senior Housing Officer, the SMO is part of the Association's management team.

2. Main objectives of post

- 2.1 The main objectives of the SMO post will be:
 - a) To provide an effective, efficient and responsive maintenance service to the Association's customers including existing tenants, former tenants and owner-occupiers.
 - b) To assist the maintenance team to achieve the Association's operational and strategic targets as they relate to the maintenance function.

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- c) To ensure the Association's properties are maintained to the highest standard possible within the budget parameters.
- d) To manage stock condition data and ensure compliance with legal and regulatory responsibilities.
- e) To take a lead role in ensuring that the Association is meeting its operational requirements in relation to tenant and resident safety issues, including gas, electrical, fire, asbestos management, water hygiene and damp, condensation and mould management.
- f) To ensure contracts are carried out in compliance with their terms to achieve high standards of working practice, quality of finish and materials.
- g) To ensure that all works are managed in accordance with appropriate legislative and H&S requirements (gas safety, electrical safety, fire safety asbestos and water hygiene etc).
- h) To assist the Depute Director in ensuring that the Association carries out its operations in accordance with policies and procedures.
- i) To play a key role in creating, reviewing and implementing policy and procedures within the maintenance function and contribute to non-maintenance management and organisational policies and procedures.
- j) To assist the Depute Director with the co-ordination, implementation and management of the Asbestos Register and Asbestos Management Plan.
- k) To assist the Depute Director in the preparation of the annual return on the Scottish Social Housing Charter in relation to the maintenance function and ensure action points are appropriately implemented.
- l) To contribute to the collation of the Annual Assurance Statement in relation to the maintenance function.
- m) To attend and service the Operations sub-Committee as one of the two lead officers for the sub-Committee and ensure maintenance papers are issued in line with the Association's requirements.

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- n) To ensure the integrity of statistical and other information being reported internally (for example to the sub-Committee/Management Committee) and externally (for example to the Regulator).
 - o) To assist the Depute Director set and achieve service delivery targets.
 - p) Maximise the use of IT including SDM software, and ensure data is recorded, stored and analysed to enable accurate maintenance reporting.
 - q) To undertake appropriate training to effectively discharge responsibilities, be proactive in identifying training courses and keep up to date with building and maintenance legislation and best practice.
- 2.2 The above may vary in response to workload and organisational priorities, but they represent the key tasks at the time of writing.

3. Accountability

- 3.1 The SMO is accountable directly to the Depute Director on a day-to-day basis and, ultimately, to the Director. The SMO is accountable to the Management Committee through the management team and is subject to the powers delegated to staff by the Management Committee.
- 3.2 The SMO will assist the Depute Director in the responsibility for managing all maintenance staff.

4. Key functional and operational duties

4.1 Staff management

- a) To assist with the day-to-day management and supervision of the maintenance team of a Maintenance Officer and two Assistant Maintenance Officers.
- b) To ensure line managed staff are conversant with the standards expected of them and to monitor individual staff and team performance.

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- c) Carry out one-to-ones and training and development plans with line managed staff within agreed timescales and ensure training is received.
- d) Monitor the time the Corporate Services Assistant allocates to maintenance matters to ensure the balance is in line with the CSA's job description.
- e) Administer policies in relation to annual leave, flexi, toil and sickness for line managed staff.
- f) To play an active role in recruitment, selection and addressing grievance and/or disciplinary matters.

4.2 Reactive repairs and maintenance

- a) To lead staff in providing high quality maintenance services including liaising with contractors and monitoring contractors' performance against stated targets and financial scrutiny. To participate in contractor reviews, highlighting to the Depute Director difficulties or issues which need to be addressed if individual contractors' performance falls below expected standards.
- b) To assist in a review of the procurement of the Association's reactive maintenance function.
- c) To ensure insurances claims are submitted and appropriate information provided to assist in the claims' recovery process.
- d) To supervise staff to ensure the Association's rechargeable repairs procedures are implemented and suitable payment arrangements are made.
- e) To ensure procedures for tenants' alterations, compensation for improvement and right to repair scheme are adhered to, monitored and reviewed regularly.
- f) Process referrals for medical adaptations and submit claims for grant funding in accordance with the Association's policy, procedures and budgets.
- g) In consultation with the Depute Director, organise competitive quotes/ tenders for the maintenance function as per the procurement policy.
- h) To manage staff to ensure pre- and post-inspections are carried out as per targets in the repairs and maintenance policy.

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- i) To check maintenance invoices in accordance with the financial policy and procedures.

4.3 Voids management

- a) To manage inspections to identify defects in void properties in line with the void management policy and procedure.
- b) To manage post inspections to bring void properties up to the re-let standard.
- c) To monitor and report on contractor performance and quality in relation to instructed void repairs.
- d) To assist the Depute Director in ensuring void management procedures are being adhered to and review to procedures in line with legislation and good practice guidance.
- e) To ensure that the maintenance team works effectively with the housing management team to minimise void periods and work towards achieving the key performance indicators set by the Committee.

4.4 Planned and cyclical maintenance

- a) To manage the planned and cyclical maintenance programmes from pre-start to completion, including march-in surveys, representing the Association at meetings, regular site visits whilst contracts are on-site, inspection and signing off works as completed and ensuring works progress to a high standard.
- b) Liaise with the maintenance team to ensure clear and effective communication internally and with residents to help resolve any issues or complaints raised.
- c) Assist the Depute Director in managing the client relationship with planned/cyclical maintenance consultants.
- d) In liaison with the Depute Director, update the Association's five-year maintenance plan on an annual basis.
- e) Assist in the preparation of programmes, plans and specifications for investment and improvement of stock in line with 30-year lifecycle projections.

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- f) Assist the Depute Director to establish and manage service contracts for fire alarms, emergency lighting, heating systems, controlled entry, CCTV, water tanks and other installations.
- g) Ensure money is spent effectively in accordance with agreed budget priorities.

4.5 Estate management

- a) To monitor the performance of contractors including close cleaning and landscape maintenance and raise any concerns with the Depute Director and housing management team as appropriate.
- b) To monitor the regular inspection of the common areas of the Association's housing stock and factored properties to ensure they are maintained to a high standard as per the Association's policies, procedures and targets.
- c) To supervise staff in dealing with complaints in line with procedures.

4.6 Resident participation and customer satisfaction

- a) To attend meetings as required promoting the active involvement in services provided to them by the Association, in line with the Association's policies and action plans on (i) resident participation and (ii) customer standards.
- b) Ensure tenant satisfaction information is gathered in relation to the maintenance function and ensure user feedback is acted upon to improve customer satisfaction.
- c) To seek to ensure improvements within the maintenance team by taking on board lessons learnt from customer complaints. Responsibility for the formulation and implementation of the complaints handling procedures rests with the Depute Director but the SMO has a clear role in contributing to this by providing information.
- d) To assist in the preparation of information to customers including the newsletter, information leaflets and the website.

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4.7 Corporate planning and budget setting

- a) To contribute to the Association's strategic plan, taking a lead role with the Depute Director in maintenance-related aspects.
- b) In conjunction with the Depute Director, develop and monitor the departmental activity plan as it relates (i) specifically to maintenance and (ii) to organisational objectives more generally.
- c) To assist in the setting of annual budgets for all aspects of maintenance (reactive, planned and cyclical) and the monitoring of expenditure and authorising payments in accordance with the Association's financial procedures; to contribute to, and present, expenditure reports to the sub-Committee and/or Management Committee.

4.8 KPI (key performance indicator) and other statistical reporting

- a) To establish a robust process for recording and gathering performance information across the range of maintenance activities. This includes
- b) To be responsible for the accuracy of information being reported to the sub-Committee and/or Management Committee and other internal audiences; to assist the Depute Director in fulfilling their responsibility for ensuring the accuracy of information being reported externally.
- c) To ensure that maintenance staff receive appropriate training on the importance of accurate reporting and the systems help prevent inaccuracies.

4.9 Owners

- a) To supervise staff dealing with repairs enquires to ensure all work is carried out in accordance with policies and procedures.

4.10 Health and Safety

- a) To ensure all contractors meet health and safety requirements.
- b) To maintain health and safety files containing specifications and 'as built' drawings.
- c) To ensure health and safety plans, files and method statements are in place.

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- d) To comply with the Association's Health and Safety policy, in relation to the Health and Safety of staff and members of the public.
 - e) To adopt the EVH Landlord Safety manual as part of policy and procedure.
- 4.11 Whilst the SMO tasks are comprehensively detailed above, the SMO may be required to undertake reasonable duties that are not explicitly noted above. As a member of the management team, the SMO is expected to be proactive in (i) identifying and (ii) carrying out duties required to fulfil the post requirements.

5. General and administrative

- 5.1 The SMO will also be required to:
- a) Comply with the Association's policy on equality and human rights.
 - b) Observe the highest standards of confidentiality at all times.
 - c) Be responsible for the security and protection of customers' and the Association's information in line with GDPR and data protection principles.
 - d) Be responsible for the security of the office along with all other staff members.
 - e) Participate in training and attend conferences, networks and forums.
 - f) Contribute to the overall activities of Cernach HA and be an ambassador.
 - g) Carry out any other relevant duties at the request of the Director or Depute Director as appropriate to the post.

6. Review

- 6.1 As this is a maternity cover post, we do not envisage reviewing it during the cover period. In the unlikely event that amendments are required, this would be done in consultation with the postholder.