

Job Title : **Maintenance Officer**

Based at : **Main Offices, 147 Fintry Drive.**

Position reports to : **Maintenance Manager**

Grade: **Officer**

Job Purpose:

Quality control and technical support for all reactive repairs, maintenance and stock improvement works to ensure that the organisations assets are maintained and developed in accordance with agreed business plans, objectives and standards.

Key Responsibilities and accountabilities :

1. Responsible for quality control and technical support of the reactive repairs services, annual servicing, maintenance and stock improvement works of the Association.
2. Co-ordinate void property repair, medical alteration and insurance repair works.
3. Provide technical support to co-workers, Maintenance Manager and Technical Management to improve and develop the organisations Technical services.
4. Contribute to the organisations Asset Management Strategy by carrying out stock condition inspections.
5. Through traditional and modern techniques communicate with contractors, residents and co-workers on progress and issues relating to reactive repairs, maintenance and stock improvement works.
6. Carry out any other duties to meet the needs of the business.

Guidance Notes- Maintenance Officer

Key Responsibilities and accountabilities examples

While the following lists of examples are not exhaustive, they will give the position holder an idea of the types of activities and level or responsibility expected of them within this role:-

- 1. Responsible for quality control and technical support of the reactive repairs services, annual servicing, maintenance and stock improvement works of the Association.**
 - Carry out a variety of site inspections to support day to day services. Liaise with contractors, residents and staff, giving guidance, support or details on specific/ corrective actions where needed.
 - Attendance at meetings.
 - Ensure contractor compliance with all aspects of contractual work, across all trades.
 - Progress monitoring and reporting to Maintenance Manager/Asset Manager.
 - Onsite instructions to residents and contractors.
 - Dealing with and resolving all resident (tenants and owners) queries e.g. outstanding works, owner queries relating to works etc.
 - Measurement of Feu plans for house sales and providing advice on common parts.
 - Provide repair and cost information to pursue rechargeable repairs.
 - Oversee the Association's Gas Servicing Contract, liaise with the staff and contractors on maintenance implications, access arrangements; check landlord's certificates and take appropriate action.
 - Check and verify invoices on Day to Day repairs and voids.

- 2. Co-ordinate void property repair, medical alteration and insurance repair works.**
 - Inspect and report on void related works e.g. tenant transfers and terminations, void repairs and post work inspections. liaise with tenants, staff and contractors accordingly.
 - Inspect, authorize and advise on alterations/improvements for tenants Respond to and resolve property insurance claims, including inspecting and directing works after major/minor fire or flood damage
 - Ensure compliance with Abertay standard specifications.
 - Resolve quality or specification problems on repairs, voids, etc.
 - Resolve and/or recommend changes to specifications or quality issues on reactive repairs, insurance, medical, void or other maintenance works.
 - Record issues and progress of issues in appropriate database (Microsoft Excel, SDM and Keystone) .

Job Description

- Liaise with tenants, Occupational Therapists, staff, contractors; prepare works descriptions, inspect works, verify invoices on the Association's Stage 2 and 3 Adaptations Programme.
- 3. Provide technical support to co-workers and Technical Management to improve and develop the organisations technical services.**
- Give guidance to staff, contractors and other 3rd parties in terms of protocols, procedures and site histories.
 - Play a part in contractor, product and service performance reviews. Provide reports and recommendations to Asset Manager/Operations Director.
 - Respond to Out of Hours Emergency queries as necessary.
 - Carry out Inspections of Contractor Works during Planned Maintenance Programmes.
- 4. Contribute to the organisations Asset Management Strategy by carrying out stock condition inspections.**
- Carry out area stock condition inspections and submit appropriate reports e.g. planned maintenance inspections, estate inspections, energy performance certificate surveys etc.
 - Make recommendations to Asset Manager.
 - Action any immediate priorities.
 - Make recommendations, such as new technology assessments and options appraisals.
 - Assess historic data.
 - Carry out pre-contract estate inspections to assist with contract documentation.
- 5. Through traditional and modern techniques communicate with contractors, residents and co-workers on progress and issues relating to reactive repairs, maintenance and stock improvement works.**
- Respond, both verbally and in writing to resident queries, request etc.
 - Complete departmental documentation e.g. post inspection forms, contract instruction forms, survey reports etc.
 - Electronic data transfer and communication e.g. e-mail, progress in project spreadsheets, tenants query database, SDM etc.
 - Record communication and save in electronic filing systems.
 - Attend regular/ad hoc meetings with Residents to discuss relevant issues/maintenance projects
- 6. Carry out any other duties to meet the needs of the business.**
- Any other technical duties for one-off projects as may be required by the Maintenance Manager or Asset Manager e.g. requests under the Warm Deal Scheme etc.



Declaration

I confirm that I have received a copy of this Job Description and accept the contents contained within.

Signed (employee): _____ Date: ___/___/___

Name: _____

Signed (employer): _____ Date: ___/___/___

Name: _____