

Maintenance Assistant

Job Description

Service Area:	Repairs and Maintenance Asset Management
Post No:	EVH Grade 6
Location:	The Calway Centre, 16 Calway Road, Glasgow, G33 4RE
Reporting to:	Senior Maintenance Officer
Responsible for:	N/A
Last Reviewed:	June 2023
Next Review:	Circa 2024

About Calway

Established in 1985, Calway Housing Association is a community-controlled housing association operating in the Barlanark neighborhood of Greater Easterhouse, Glasgow. The Association's housing stock comprises 826 units, made up from a mixture of improved tenemental properties, new build flats and houses.

Our strategic plan is ambitious as we strive for our vision to ensure that "Calway will be a well-managed neighborhood with a good community spirit". The driving aim of Board and Staff is not only to improve the housing conditions of residents, but to reduce social inequality and to create a viable and sustainable neighbourhood. As part of this wider aim, we have developed the Calway Centre which delivers a wide range of services and opportunities to local people.

At Calway Housing Association, we are committed to promoting an environment of respect, understanding, embracing diversity and eliminating discrimination by providing equality of opportunity for all.

Purpose of the post

The Maintenance Assistant will work as part of the Association's Property and Maintenance team in providing a comprehensive and efficient maintenance service to tenants of Calway Housing Association, occupiers of properties managed by the Association and members of the public. The post holder will be the first point of contact for owners and tenants to ensure the best possible services are offered on the Association's behalf.

Main responsibilities

- You will support the Factoring Assistant in relation to maintenance works that impact on factoring owners as well as in the management of rechargeable repairs.
- Responsible for coordination of works to void properties and support the Senior Maintenance Officer and Maintenance Officer in void management.
- You will be responsible for processing tenants' repair requests ensuring that relevant budgetary controls are considered. Provide up to date information to tenants and contractors relating to the progress of a repair.
- You will be responsible for raising work orders that are sent via email or via the repair inbox portal accordingly as well as monitoring contractors' performance with target timescales to ensure the Association is meeting the requirement of the Maintenance Policy.
- You will liaise with the Maintenance Officer in respect of any pre or post inspections required as well as with approved contractors to resolve any issues arising from repair requests.
- You will be responsible for the day-to-day administration, management of cyclical, compliance and planned maintenance including but not limited to gas and electrical safety, asbestos and legionella.
- You will be responsible for ensuring that records kept or collected by the Association are in accordance with the requirements of Data Protection legislation.
- You will assist the Senior Maintenance Officer in the processing of repairs invoices on the internal system as well as liaising with contractors in relation to monitoring completion
- You will, in conjunction with other team members, ensure that any particular needs of tenants are recorded, that the database is current and accurate as well as ensuring that the appropriate information is conveyed to the relevant personnel.
- You will assist in the maintenance of the approved list of contractors and carry out contractor monitoring performance as and when required to ensure development of best practice in relation to the selection and appointment of contractors.
- You will assist the Senior Maintenance Officer in the preparation of maintenance performance reports and customer satisfaction.
- You will support the Senior Maintenance Officer with related customer complaints and ensure they are recorded, responded to timeously in line with procedures and improvements implemented, where applicable.
- You will support the Senior Maintenance Officer with the management of insurance claims, including but not limited to liaising with relevant personnel, initial reporting etc.
- You will be responsible for ensuring that tenants of the Association are provided with the relevant information with regards to the relevant insurance packages (i.e. personal or Association packages).
- You may be required to undertake activities out with normal working hours, e.g. meetings or courses.
- You will comply with all Association policies and procedures.
- You will comply with all the Association's health and safety policies, requirements and relevant legislation ensuring that all activities are discharged in a safe manner whilst minimising risks at all times.
- You will assist in ensuring all necessary steps are taken to ensure the Association's property and assets in the care of the section are secured against all reasonable foreseeable risks of malicious or accidental damage, theft or other perils.
- You will assist the Maintenance Officer with administrative tasks, as and when required.
- You will carry out other tasks or duties as reasonably required by the Senior Maintenance Officer or Operations Manager deemed appropriate to the post.
- You will assist the Senior Maintenance Officer on the policy/procedure reviews relevant to the

post.

- You with agreement may be required to cover the work of others in the event of short term absence, staff shortages or operational requirements.

Knowledge, skills and experience

- Educated to Higher level or equivalent.
- Knowledge and understanding of the general principles behind the Social Housing Charter.
- Working to, or achieved, a professional Housing related qualification (desirable).
- Relevant experience in the social rented sector (desirable).
- Relevant experience of working within a maintenance environment (desirable).
- Understanding of the general principles behind the SHQS (desirable).
- Knowledge of good practice within Housing Maintenance (desirable).
- Previous experience in using SDM software or other Housing Management software (desirable).
- Previous experience of contributing towards policy or procedure development.

Key attributes and other important information

- Calvay HA believes that all employees/future employees are responsible for safeguarding vulnerable people/adults at risk and will ensure the relevant policies are adhered to.
- Ability to priorities and work to meet deadlines.
- Excellent level of numerical ability with a focus on attention to detail.
- Excellent communication skills, both verbal and written.
- Ability to analyse, interpret, explain and summarise data and issues in a logical manner.
- Ability to use own initiative.
- Ability to work on own initiative and work as part of an effective team.
- Excellent IT & general administrative skills.
- Excellent presentation skills and ability to communicate at all levels.
- Ability to maintain confidentiality when dealing with personal sensitive information.
- Professional approach to work, displaying honesty and integrity.