

Maintenance Officer

Job Description

Service Area:	Repairs and Maintenance Asset Management
Post No:	EVH Grade 7
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 Officer will provide an efficient maintenance service to the Association's tenants and service users which offers value for money and ensures the comfort and safety of the residents while maintaining high levels of satisfaction. The post holder will support the continuous monitoring and reporting on the performance of the maintenance service and support the implementation of improvement plans to maximise customer satisfaction.

Main responsibilities

- You will be responsible for providing technical advice and support on all aspects of the day to day repairs service.
- You will be responsible for identifying and authorising works required to void properties, including but not limited to issuing work orders and carrying out void post inspections in conjunction with other maintenance staff.
- You will be responsible for carrying out general maintenance pre & post inspections when required whilst ensuring all repairs are coded correctly and works order appropriately.
- You will be responsible for ensuring that customers are kept informed in all aspects of the Association's maintenance service.
- 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 to check and approve invoices for payments within authorised limits.
- You will assist in the preparation of detailed specifications for cyclical and planned work as well as organise competitive quotes and tenders for maintenance work as required.
- You will be responsible for ensuring all work completed complies with statutory timescales, e.g. right to repair, gas safety and electrical inspections.
- You will be responsible for carrying out surveys as required and liaise with contractors and tenants.
- You will assist the Senior Maintenance Officer to continuously update and record stock condition information on the computerised database.
- You will be responsible for assisting with the ongoing compliance of relevant legislation, i.e. EESSH.
- You will be, as far as reasonably practicable, responsible for ensuring targets are achieved for all inspection categories.
- You will support the Senior Maintenance Officer in monitoring, controlling and reporting on actual expenditure against maintenance targets for day to day repairs and void works.
- You will support the maintenance team 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 insurance claims in conjunction with the Senior Housing Officer, as per the relevant policies and procedures in relation to damage to the Association properties.
- You will assist in the training and development of new team members, where required.
- You will assist in the development of new policies and procedures commensurate with the role of Maintenance Officer.
- You will be responsible for ensuring that all contractors used by the Association comply with health and safety requirements and any other health and safety duties as required by the Operations Manager or Senior Maintenance Officer, e.g. Asbestos Register and Legionella Management where required.
- You will support the factoring service to ensure compliance with all aspects of the Association's policy and the relevant statutory requirements to identify all rechargeable costs to owners.
- You will contribute to the production of the annual report, quarterly newsletter, ad-hoc specific bulletins and internal management/business plan as required to ensure the Association's work and objectives are communicated and promoted in the local community.
- You will assist in the preparation of reports for the Operations sub-committee/ Senior Management Team and present if required.
- 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 be responsible for carrying out inspections and co-ordinate/instruct works for any mortgage to rent/buy-back properties to ensure compliance with timescales.
- You will contribute to the overall activities of the Association and carry out other duties as requested by the Senior Maintenance Officer, Operations Manager or Director.
- You will assist with disabled adaptations, including but not exhaustive of liaising with Occupational Therapists, ensuring compliance with local authority, preparing specifications for pricing and quality control.
- 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 be expected to undertake activities out-with normal working hours, e.g. Committee meetings, customer meetings, training or critical incidents, emergency situations that may arise.
- You will carry out other tasks or duties as reasonably required by the Operations Manager deemed appropriate to the post.
- You will comply with all Association policies and procedures and assist in any review of relevant services and policies, as and when required.
- 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

- Professional Technical Qualification or relevant experience.
- Previous work experience in Social Housing.
- Current knowledge of Scottish Housing Legislation and regulatory requirements.
- Knowledge of Data Protection Legislation and any other applicable legislation.
- Previous experience of analysing stock condition data to inform investment planning.
- Diploma in Housing/Construction Studies or equivalent (desirable).
- Previous maintenance officer experience (desirable).

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 prioritise and work to meet deadlines.
- Ability to analyse complex information and present this in a clear and concise manner to a variety of audiences.
- Excellent knowledge of Microsoft Office applications e.g. word, excel, outlook etc.
- Numerate with good analytical skills.
- Excellent written and oral communication skills.
- Ability to work on own initiative and work as part of an effective team.
- Excellent interpersonal skills to deal with a wide range of stakeholders.
- Be self-motivated with the ability to motivate others.
- Willingness to work flexible hours to meeting organisational needs.
- Instinctively customer focused.
- Professional approach to work, displaying honesty and integrity.