

Impact Housing Association Ltd

Role Profile

JOB TITLE: Property Maintenance Officer

SCALE: Officer 1 Scale (scp 32 - 35)

TEAM: Property Team

LOCATION: To be agreed

REPORTS TO: Property Services
Manager

DATE: August 2018

Job Purpose

- Deliver the responsive repairs, void and planned maintenance services operated by Impact Housing Association to the required standard and performance.
- Work with colleagues and external contractors and stakeholders to deliver an effective, efficient and customer focussed voids service, with properties 'ready to let' on time.
- Manage voids work (patch).
- Manage responsive repairs (patch).
- Deliver a range of capital works including damp/structural works across the association's stock (patch).
- Collate stock condition data through a programme of surveys (patch).
- Work with the team to manage work stream budgets.
- Maintain the asbestos register.
- Delivery of adaptations programme across the associations stock.
- Monitor open spaces (patch).

Key Valued Behaviours

The Valued Behaviours for all staff throughout the Association are attached separately.

Key Responsibilities

1. Provide an efficient, responsive and good quality repairs and void maintenance service.

2. Manage capital investment activities ensuring work programmes are achieved on time and to a high standard and within budget.
3. Prepare specifications and schedules of works to reflect good building practice, assisting colleagues and consultants with larger and more complex projects.
4. Conduct property surveys to establish and prioritise maintenance and investment programmes and deliver quality assurance for completed works. Draw up and make detailed recommendations and proposals as required. Maintain the stock condition database and contribute to component accounting procedures.
5. Maintain the Association's Asbestos register and ensure compliance through working with team members and colleagues.
6. Implement quality control procedures covering contractors' performance, building defects, pre-repair inspections, post repair inspections, site supervision, works orders (prepared by non-technical staff) and hand-over and defects inspections, to ensure that the Association, its contractors and consultants are providing a high standard of work and service.
7. Manage adaptation applications.
8. Assist in the development of meaningful measures, monitor performance and take the appropriate remedial action.
9. Liaise, consult with and provide advice to other relevant staff on works programmes, to ensure that residents are fully consulted about proposals, the programme and content of works affecting their home.
10. Work effectively and flexibly with colleagues including a share in the team Rota to provide advice to the out of hour's service.
11. Manage and monitor the budgets allocated to voids, responsive repairs and planned maintenance.
12. Assist the Property Services Manager to monitor and supervise contracts in the delivery of the service.
13. Provide technical advice to non-technical staff and residents in a clear and concise manner. Develop a technical expertise and share with colleagues.
14. Develop asset management policies and procedures; review as necessary, ensuring compliance with statutory or regulatory requirements and reflecting good practice.
15. Carry out any other duties consistent with the purpose and grade of the post and ensure that the best possible standards of service delivery are maintained.
16. Keep abreast of legislation and good practice, gather information, develop systems and databases and monitor performance of programme delivery against targets, helping the asset management team to track investment needs and ensure compliance with Decent Homes.

17. Prepare specifications; schedules of works and tender documentation in respect of programmed works, to reflect good maintenance practice and to ensure works specified meet local requirements.

General

18. Ensure internal business processes are followed in line with IHA's policy, procedures and statutory requirements.
19. Ensure that all data protection requirements are met in accordance with IHA's policy, procedures and statutory requirements.
20. Attend and actively participate in team meetings (where appropriate), line managements, appraisals, annual planning, training and Impact mandatory events. To be an active and effective member of the team.
21. Take a full and positive role in training courses as and when required, which may include responder First Aid training.
22. Undertake your duties in a manner that takes care of your own health & safety and that of others who may be affected.
23. Co-operate with Impact so that Impact can fulfil its duties under health & safety legislation.
24. Undertake health and safety duties in line with all Impact's Health & Safety policies and arrangements; in particular carrying out and reviewing risk assessments relevant to your location and implementing relevant control measures.
25. Work flexibly and collaboratively with other staff and partners to ensure delivery of an excellent and seamless service. To work at all times to achieve the key requirements of Impact's Blueprint and Customer Offer, as appropriate.
26. Undertake all duties in accordance with Impact's Diversity Policy and all other relevant policies and procedures.
27. Any other duties as are reasonably required within the general nature and level of the post as agreed with the line manager.

REQUIREMENTS	ESSENTIAL DESIRABLE	METHOD OF IDENTIFICATION
<p>Education/Qualifications</p> <ul style="list-style-type: none"> • Good standard of general education including literacy and numeracy • HND Building Studies or equivalent or a building trade qualification or a commitment to gain it within an agreed timescale which reflects the requirements of the qualification • BOHS P405 Asbestos qualification or a commitment to gain it within an agreed timescale which reflects the requirements of the qualification • Degree level education or equivalent through relevant training/experience 	<p>Essential (13) Essential (14)</p> <p>Essential (15)</p> <p>Desirable (2)</p>	<p>Application Form Application Form</p> <p>Application Form</p> <p>Application Form</p>
<p>Other</p> <ul style="list-style-type: none"> • You must have the ability to work outside normal office hours on an occasional basis and a willingness to respond to out of hours emergency calls • Full drivers licence valid for the UK 	<p>Essential (16)</p> <p>Essential (17)</p>	<p>Application Form</p> <p>Application Form</p>
<p>Valued Behaviours</p> <ul style="list-style-type: none"> • See separate document on organisational valued behaviours 	<p>Essential (18)</p>	<p>Interview</p>