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| QCHA_Final Logo | **Job Description, Person Specification, and Key Dimensions**  |

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| Job Title: | Maintenance Officer |
| Department: | Property, Enterprise and Regeneration | Grade: | 7 |
| Team: | Property Services | Date reviewed: |  |
| Reporting To: | Depute Maintenance Manager | Ref no: |  |

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| Purpose of Job |
| As a member of the Property Services Department you will play a full role in the implementation and achievement of Queens Cross’s strategic objectives and vision of being a leader in providing excellent housing and community services and creating and sustaining vibrant communities.To support the Depute Maintenance Manager in the delivery of an excellent repairs service that is customer focused, compliant and sustains high levels of quality in a right first time culture.  |
| Context and Scope |
| Queens Cross Housing Association recognises the importance of maintaining and investing in its property assets to ensure they meet the needs of our customers. The Maintenance Officer will deliver a customer focused repairs service including reactive and void repairs. Working collaboratively with others to identify best practice in delivery of the full range of repairs services that can be implemented and sustained so that the service demonstrates continuous improvement and is recognised as being excellent.To maximise customer satisfaction in the delivery of an effective, efficient and repairs management service. |
| Major Tasks and Job Activities  |
| Service Provision* Contribute to the design and delivery of an annual service plan for the maintenance team which links to the Corporate Business Plan
* Take ownership of objectives delegated by the Depute Maintenance Manager and provide support in the delivery of the day to day business of the Association
* Demonstrate a flexible approach by collaborating with and providing cover for other members of the maintenance team.
* Carry out internal and external inspections of the Association’s stock, including common areas.
* Carry out pre and post inspections in line with the departmental targets to ensure that value for money is being achieved along with excellent levels of customer satisfaction
* Assess repairs issues; specify required works and co-ordinate contractors in order to meet the aims and objectives for the repairs service.
* Carry out void inspections and liaise closely with other Departments and Queens Cross contractors to ensure value for money is being achieved and the Associations targets are being met
* Assist with cyclical and compliance programme inspections and provide guidance to Cyclical and Compliance Assistant
* Work with the wider property services team in the development of planned maintenance contracts and play an active role throughout the process. ensuring quality assurance and tenant satisfaction on planned maintenance projects
* Identify and address any underperformance from our contractors and report the outcomes to the Repairs Manager in a timely manner
* Respond to any complaints from service users and ensure that any learning resulting from these complaints are implemented
* Audit and authorise invoices, identifying any discrepancies and communicate these to the Depute Maintenance Manager in a timely manner.
* Work with the Investment team in the development of planned maintenance contracts, and play an active role throughout the process, ensuring quality assurance and tenant satisfaction on planned maintenance projects
* Liaise with the Investment team to ensure all investment work programmes have been handed over to Maintenance after the defects period, with all relevant documents and certification
* Liaise with the Development team to ensure all development work programmes have been handed over to Maintenance after the defects period, with all relevant documents and certification

People Management * No direct line management responsibility, with indirect management of internal resources in connection with repairs & maintenance projects.

Performance Management* Assist in meeting the aims and objectives of the department by contributing to achieving set Key Performance Indicator targets
* Facilitate regular liaison with Queens Cross Housing Association contractors to monitor performance.
* Understand relevant performance standards for this role
* Deliver on agreed objectives and targets
* Advise the Depute Maintenance Manager at earliest opportunity when objectives and targets will not be met
* Produce monthly performance reports within timescales demonstrating performance against target.
* Produce monthly budget reports, ensuring the Association’s Maintenance budgets are being adhered to, and to advise the Depute Maintenance Manager at the earliest opportunity if budgets are running over target.

Planning & OrganisingAssist the Depute Maintenance Manager in the delivery of the annual service plan* Participate in and influence the formulation of coherent maintenance plans and programmes
* Engage with C.I.G’s, residents and Association staff to incorporate their requirements into service delivery
* Be responsive to shifting priorities of the repairs service on a day to day basis.

Value for Money* Work in an efficient manner that delivers value for money for our tenants and stakeholders
* Identify efficiencies and communicate them to the Depute Maintenance Manager
* Work within defined limits of financial authority
* Contribute to the effective procurement of minor repair works
* Manage any proposed variations in cost from Queens Cross Housing Association contractors.

Relationship Building* Work with contractors and colleagues throughout QCHA to deliver a high quality service to tenants and stakeholders
* Engage with customers, staff and external agencies to assist in the provision of a comprehensive customer service
* Carry out investigations in response to enquiries and complaints
* Work with the contractors to identify community benefits opportunities
* Support the Factoring team in the management and delivery of repairs & maintenance works involving owners to deliver value for money for their customers.
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| Other Tasks and Activities |
| Health and Safety Understand your responsibilities as an employee under Health & Safety legislation* Ensure that all company activities are discharged in a safe manner, minimising risk at all times.
* Understand how to manage and control health and safety risks in relation to your role
* Ensure our Clients duty in relation to CDM regulations is met
* Undertake compulsory annual online training modules on various H&S themes
* Undertake H&S training as required to fulfil the full responsibilities of this role
* Undertake Role Based Risk Assessment reviews annually, or as required, for members of the Maintenance team.

Training* Be responsible for identifying your own training requirements in relation to the role and proactively seek ways to improve your own knowledge and skills.
* To attend training and personal development courses as and when required by the Association.
* Understand your own responsibilities under the ICT User policy.
* Maximise the use of ICT facilities and technology initiatives and contribute to their development where appropriate.

Equality & DiversityObserve and promote Equality & Diversity and Customer First policies at all times* Tailor your service delivery to the needs of individual customers
* Make a difference to customers by delivering on commitments
* Take ownership for delivering a first-class customer experience
* Look for solutions when issues or complaints arise.

Sustainability* Assist in the Association’s aim to reduce the negative impact of services on the environment by considering the sustainability of activities and resources employed.

Other* To carry out any other duties which may be reasonably requested by the line manager and undertake any other duties subsequently allocated by the Association’s management.
* The duties of the post will be reviewed and modified in line with the demands of the service.
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| QCHA_Final Logo | **Person Specification**  |

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| Category | Essential Criteria | Desirable Criteria  |
| Experience | * Minimum of 3 years experience delivering a repairs and maintenance function in a customer service focussed environment.
* Have experience in carrying out internal/external property inspections and assessing repair work required.
* Successful delivery of a variable workload in a frontline customer focused environment
 | * Working in a challenging and pressurised environment
* Experience managing a target driven service
* Have experience in the management and control of asbestos
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| Knowledge, qualifications and education | * The post holder will have or is working towards an appropriate qualification (HND equivalent) in a repairs & maintenance discipline/ trade
* Technical knowledge of maintenance policies and procedures for domestic property
* Understanding of practical management of Health and Safety in domestic property e.g gas, electricity, asbestos, legionella etc.
 | * An understanding of social housing and the context within which it works
* Understanding of equality and diversity legislation and its application to a Housing Association
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| Skills, Abilities and Behaviours  | * Excellent interpersonal and communication skills and the ability to effectively deal with difficult customers in a calm and professional manner.
* Ability to use their own initiative to prioritise and organise their own workload to meet deadlines.
* Models the behaviours required to deliver customer service excellence
* Effective organisational skills
* Analytical skills
* Able to motivate and engage effectively with people at all levels
* Contractor management
* Budget management and control
* Strong decision maker
* Good team player
* Proactive and hardworking
* Competent in Microsoft Office packages including Word and Excel
* Committed to personal development
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| Other Requirements | * Disclosure Scotland
* On Occasion, attend meetings out with normal working hours
 | * Driving License
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| **QCHA_Final Logo** | **Key Dimensions**  |

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| Key dimension category | Details  |
| Communication Skills | Dealing with external stakeholders such as customers, contractors and CIG’s in a variety of ways such as email, face to face and telephoneMaking presentations to staff groupsDealing with MSP / Councillor enquiries with regard to repair issuesAble to listen, understand, and respond appropriately to customer complaintsProvides support and advice to customers, able to be diplomatic with people under duressGeneral written communication / letters and emails, using language tailored to the audienceBuild good working relations with staff teams, within Property Directorate and wider, particularly Housing and Business Support to deliver good customer serviceReport writing - monthly performance and budget reports, management reports on annual programmesCarry out regular meetings with contractors, proactively address performance issues, being a clear communicator with the ability to talk confidently on technical issues |
| Authorities & Limitations | The post holder will ensure that the repairs and maintenance service is delivered in a customer focussed way and in line with budget and KPI’sPlans own workload on a day to day basis as well as longer termInputs to reviewing Policy/Procedures for repairs & maintenance worksWorks within defined policy and procedures with little supervisionPrioritises workload in line with the demands of the job, and responds positively to the unexpected shifts in prioritiesWorks independently to problem-solve for customers, involving other staff and contractors as necessary |
| Staff management  | No direct or indirect line management responsibility |
| Financial resources  | Level of authorisation under delegatory framework £3,000Responsible for monitoring and reporting on monthly spend against budget within their remit.Responsible for auditing and authorising invoices for procured works and services, within annual budget of up to £1m |
| Physical Resources, procurement & Information | **Procurement**Direct responsibility for procurement of low value consultant appointments and larger one off repair works**Physical Resources**Coordinating and monitoring cyclical responsive and void repairs**Information**Regularly handling and processing essential financial and performance information with regards to the repairs service |
| Customers and other Stakeholders  | Occasionally interacting with tenants and customers who are vulnerable, have complex health and addiction issues and may also from time to time have aggressive tendencies. This would generally be a minority of customers and would involve face to face interviews or telephone callsConsiderable direct impact on the wellbeing of customers - implementing relevant regulations and best practice guidance to ensure their health & safety, and wellbeing. Delivering the repairs service, assessing day-to-day repairs requirements to establish any H & S risk and prioritising accordingly, implementing cyclical and compliance programmes to meet legislation, providing an aids and adaptations service |
| Analytical Thinking/Problem solving | Inspecting properties and specify works to provide a solution to repairs issuesManaging consultants and contractors to develop options for complex or recurring repairs, or cyclical programmes, within budget and performance parametersIdentifying and reporting areas of poor service delivery or poor value for money, working with management and contractors to provide solutionsInvestigating and responding to complaints from customers in relation to the Maintenance service, ensuring that any learning from complaints is implemented and the service is improved |
| Complexity of Work | Delivering repairs services, including day-to-day and planned activities, using a combination of in-house and procured contractors. Managing a workload with a variety of initiating, monitoring and reporting tasks. |
| Working Environment | Office based 40%Time based on site 60% Time spent lone working 20% |
| Physical Demands | Light demand/effort 60% Medium demand/effort 20% |
| Emotional Demands | Occasional, moderate emotional upsetRare, significant emotional upset |

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