

## **Guernsey Housing Association**

**Job Title: Maintenance Officer**

### **Job Description**

#### **1. Job Purpose**

The Maintenance Officer will be responsible for the day-to-day supervision of the Maintenance Assistants and the administration of the repairs and maintenance of the Guernsey Housing Association properties and estates.

#### **2. Main Duties and Responsibilities**

To supervise a small team who are the first point of contact for tenants to handle maintenance queries and requests for repairs over the phone, via email and in person at the GHA office.

To manage the administration for:

- Issuing job orders to GHA Maintenance Technicians and GHA approved contractors, including input of repairs orders on the computer system
- Monitoring repairs orders to ensure they are completed within the agreed timescales and to log any problems or delays.
- Review and authorization of invoices
- Updating key data systems for expenditure: contracts; insurance claims; void works etc
- Service charges; working with Finance to complete the annual service charges for the partial owners and handling queries
- Ensuring the key performance indicator reporting is completed on time
- Insurance claims
- Tenant recharges
- Servicing records

Ensuring tenant calls are dealt with promptly and courteously; to provide advice on home maintenance and run through routine checks before passing on to a contractor or technician.

Provide tenants with advice relating to home maintenance, and operation of home heating and hot water systems.

To manage the expectation of tenants and care staff so that they understand the time frames associated with emergency, urgent and routine jobs

Liaison with tenants regarding contractor access, including issue of keys when authorised

To prepare letters to tenants when required.

Assist the Maintenance Inspector with the administration of the Void property process.

Referring extensive repairs to the Maintenance Inspector for further investigation.

Writing new procedures and amending existing procedures to ensure they are up to date.

To prepare and keep up to date the 'out of hours' documentation.

Regularly check the CCTV cameras are operational.

### **3. General**

Ensure the Association's policies and procedures are fully implemented relating to equal opportunities, customer care and health and safety.

Keep abreast of developments and legislation relating to maintenance and servicing and make recommendations on practical implementation. Ensure the Association fulfils all its legal and statutory obligations in health & safety, & maintenance of its homes.

Provide the highest quality service incorporating best standards and practice and work to continually improve the standards, promoting the Association to its customers and contacts.

Maintain an active interest in current technical developments relating to building maintenance and associated work, to achieve the highest standards of service and value for money.

Undertake any other duties that may reasonably be required by your Manager and which is within the remit of the role.

Willingness to attend training courses, seminars and workshops relevant to the post.

### **4. Supervisory**

Two Maintenance Assistants report to this position

### **5. Reporting to**

Maintenance Manager

### **6. Principal Contacts**

GHA staff

Tenants/Partial Owners/Key Worker team

Suppliers and Contractors

HSC and other Care Staff

## **Person Specification**

A satisfactory police check will need to be provided commensurate with the nature of the role

## **Education/Qualifications**

A qualification in English and Maths  
Intermediate abilities using Microsoft Excel

## **Experience**

A minimum of three years working in an office environment

Customer service experience preferred, but not essential

A basic understanding of property maintenance

Organisational skills in managing a diverse number of tasks.

IT competence and confidence in storing and accessing data on computer systems

Familiarity with using the MS suite of software including Outlook, Word and Excel

Good verbal and written communication skills.

Good problem solving and numeracy skills.

Attention to detail

Ability to work on own initiative and prioritise work.

Proven supervisory skills

Able to assist in the broad range of duties that occur in a small office, and work as part of a team.

A commitment to equal opportunities, and to social housing.

Personable demeanour and professional conduct at all times