



**Job Title:** Maintenance Assistant

**Hours of Work:** Fulltime

35 per week Monday to Friday, 8am to 4pm, with an hour for lunch.

## Job Description

### 1. Job Purpose

The Maintenance Assistant will be responsible for day-to-day administration relating to the maintenance of Guernsey Housing Association properties.

### 2. Main Duties and Responsibilities

This full time office based role would have the following responsibilities:

Working within a small team who are the first point of contact for tenants, to handle maintenance queries and requests for repairs, emergency and routine, over the phone and in person at the GHA office.

Administration to match invoices to repairs orders and process for approval/payment ensuring a prompt turnaround.

Entering information on GHA's computer system relating to maintenance of properties.

Updating of spreadsheets for repairs order monitoring and time sheets processing.

Dealing with tenant re-charging, issuing requests for payment and follow up.

Contacting tenants who have had repairs done to obtain feedback on standard of work, to log results.

Liaison with tenants regarding contractor access for annual servicing of alarms / boilers etc.

Ensuring property checks has been carried out and there is a valid certificate for each property. Liaison with third parties to query any outstanding certificates.

Issuing job orders to GHA Maintenance Technicians and GHA approved contractors, including input of repairs orders.

Referring extensive repairs to the Maintenance Inspector for further investigation.

Monitoring repairs orders to ensure they are completed within agreed timescales and to log any problems or delays.

On a monthly basis provide key performance indicator reporting for the Maintenance team.

Compiling documentation for insurance claims and processing.

Writing new procedures and amending existing procedures to ensure they are up to date.  
To send out letters to tenants when required.

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 adhered to in relation to equal opportunities, customer care and health and safety.

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.

Co-operate with and assist other staff in the provision of office cover during busy periods, holidays and sickness.

Undertake any other duties that may reasonably be required by your Manager.

### **4. Supervisory**

This position has no direct staff to be supervised.

### **5. Reporting to**

Maintenance Officer

### **6. Principal Contacts**

GHA staff

Tenants/Partial Owners

Third party suppliers and contractors

Health and Social Care Staff



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## **Person Specification**

### Education/Qualifications

A qualification in English and Maths preferred, but not essential

### Experience and skill set

Ideally a minimum of three years office experience, preferably in a job involving speaking to the public

Proven organisational skills in managing a range of tasks

IT competence and confidence, in operating, storing and assessing data on computer programmes, including using Microsoft software (Outlook, Excel and Word)

Good verbal and written communication skills

Good problem solving and numeracy skills

Ability to work on own initiative and prioritise work

Good attention to detail

A positive attitude

Able and willing 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