



Maintenance Assistant

Full Time – 35 Hours per Week

Monday to Friday | 8:00am – 4:00pm (1 hour lunch break)

About the Role

Guernsey Housing Association (GHA) is seeking a proactive, organised and customer-focused Maintenance Assistant to join our Maintenance Team. This is an office-based role that combines customer service, digital administration, property compliance coordination and data management to support the effective maintenance of GHA homes.

As one of the first points of contact for tenants and contractors, you will play a key role in delivering an efficient, responsive and professional maintenance service. The role requires excellent communication skills, strong attention to detail and confidence using current Microsoft applications and digital systems.

This position is ideal for someone who enjoys working with people, solving problems, coordinating multiple tasks and contributing positively within a collaborative team environment.

Job Description

Job Title - Maintenance Assistant

Reporting To - Maintenance Officer

Department - Maintenance Team

Job Purpose

To provide high-quality administrative and customer support services relating to the maintenance, safety and compliance of GHA properties. The role supports the efficient coordination of repairs, contractor management, tenant communication, property compliance monitoring and digital record management while ensuring excellent customer experience and adherence to current health and safety and housing compliance standards.

Key Responsibilities

Customer Service & Tenant Support

- Act as a first point of contact for tenants, contractors and visitors regarding maintenance enquiries, both by telephone and in person.
- Receive and log repair requests, including emergency and routine repairs, ensuring accurate and timely recording within the housing management system.
- Maintain professional, empathetic and solution-focused communication with tenants and stakeholders.
- Contact tenants following completion of repairs to obtain feedback on service quality and contractor performance.
- Liaise with tenants to arrange access for servicing, inspections and compliance works, including alarms, boilers and safety inspections.
- Prepare and issue tenant correspondence, including recharge notices, appointments and general maintenance communications.

Maintenance Administration & Coordination

- Raise and issue work orders to GHA Maintenance Technicians and approved contractors.
- Monitor repair orders to ensure works are completed within agreed service standards and timescales.
- Escalate complex or extensive repairs to the Maintenance Inspector where further investigation is required.
- Match contractor invoices to repair orders and process documentation for approval and payment within required timescales.
- Assist with administration relating to insurance claims and supporting documentation.
- Maintain accurate and up-to-date digital maintenance records and property information systems.

Compliance, Monitoring & Reporting

- Support compliance monitoring to ensure required property safety inspections and certification are completed and recorded.
- Liaise with contractors and external parties regarding outstanding compliance documentation and certificates.

- Regularly review and update maintenance spreadsheets, KPI tracking and performance data using Microsoft Excel.
- Produce monthly Key Performance Indicator (KPI) reports for the Maintenance Team.
- Maintain and update out-of-hours maintenance documentation and emergency contact information.
- Carry out regular checks to ensure CCTV systems are operational and report faults where required.

Systems, Procedures & Continuous Improvement

- Use Microsoft applications, including Outlook, Excel and Word, to manage records, communication, reporting and documentation.
 - Support the ongoing improvement of maintenance administration systems and procedures.
 - Draft, review and update operational procedures to ensure compliance with current legislation, organisational standards and best practice.
 - Maintain confidentiality and ensure data is handled in accordance with GDPR and data protection requirements.
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General Responsibilities

- Deliver excellent customer service aligned with GHA values and standards.
 - Ensure compliance with relevant health and safety legislation, housing regulations and organisational policies.
 - Promote equality, diversity and inclusion in all aspects of work.
 - Work collaboratively with colleagues to support effective office operations and team cover during periods of leave or increased workload.
 - Undertake additional duties appropriate to the role as reasonably requested by management.
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Working Relationships

Internal

- Maintenance Team

- Housing and Administration Staff
- Senior Management

External

- Tenants and Partial Owners
 - Contractors and Suppliers
 - Health and Social Care Staff
 - Regulatory and Service Providers
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Person Specification

Essential Skills & Experience

- Previous office administration experience, ideally within a customer-facing environment.
- Excellent interpersonal and communication skills, both verbal and written.
- Strong organisational skills with the ability to manage multiple priorities effectively.
- Competent in current Microsoft applications, particularly:
 - Outlook
 - Excel
 - Word
- Ability to accurately input, maintain and analyse digital data and records.
- Good numeracy and problem-solving skills.
- High attention to detail and accuracy.
- Ability to work independently and as part of a team.
- Positive, adaptable and professional attitude.
- Commitment to excellent customer service and social housing values.

Desirable

- Experience working within housing, property maintenance or facilities administration.
- Previous customer service experience

- Knowledge of property compliance requirements and contractor coordination.
- Understanding of health and safety responsibilities within an office and property maintenance environment.
- Experience producing reports and analysing performance data.

Qualifications

- GCSE (or equivalent) in English and Mathematics preferred, but not essential.
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What We're Looking For

We are looking for someone who:

- Enjoys helping people and building positive relationships.
 - Is confident using digital systems and technology.
 - Communicates professionally and compassionately.
 - Takes initiative and ownership of tasks.
 - Thrives in a fast-paced, team-oriented office environment.
 - Values accuracy, accountability and continuous improvement.
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Equality, Diversity & Inclusion

Guernsey Housing Association is committed to creating an inclusive workplace where everyone is treated fairly, with dignity and respect. We welcome applications from all suitably qualified candidates.

Health, Safety & Compliance

The successful candidate will be expected to work in accordance with current health and safety legislation, data protection requirements, housing compliance obligations and GHA policies and procedures.