



# *Information for applicants*

MAINTENANCE OFFICER

Team - Maintenance

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**In this pack:**

The Association's Background

The Association's Structure

Information about the Maintenance Team

Terms of Employment

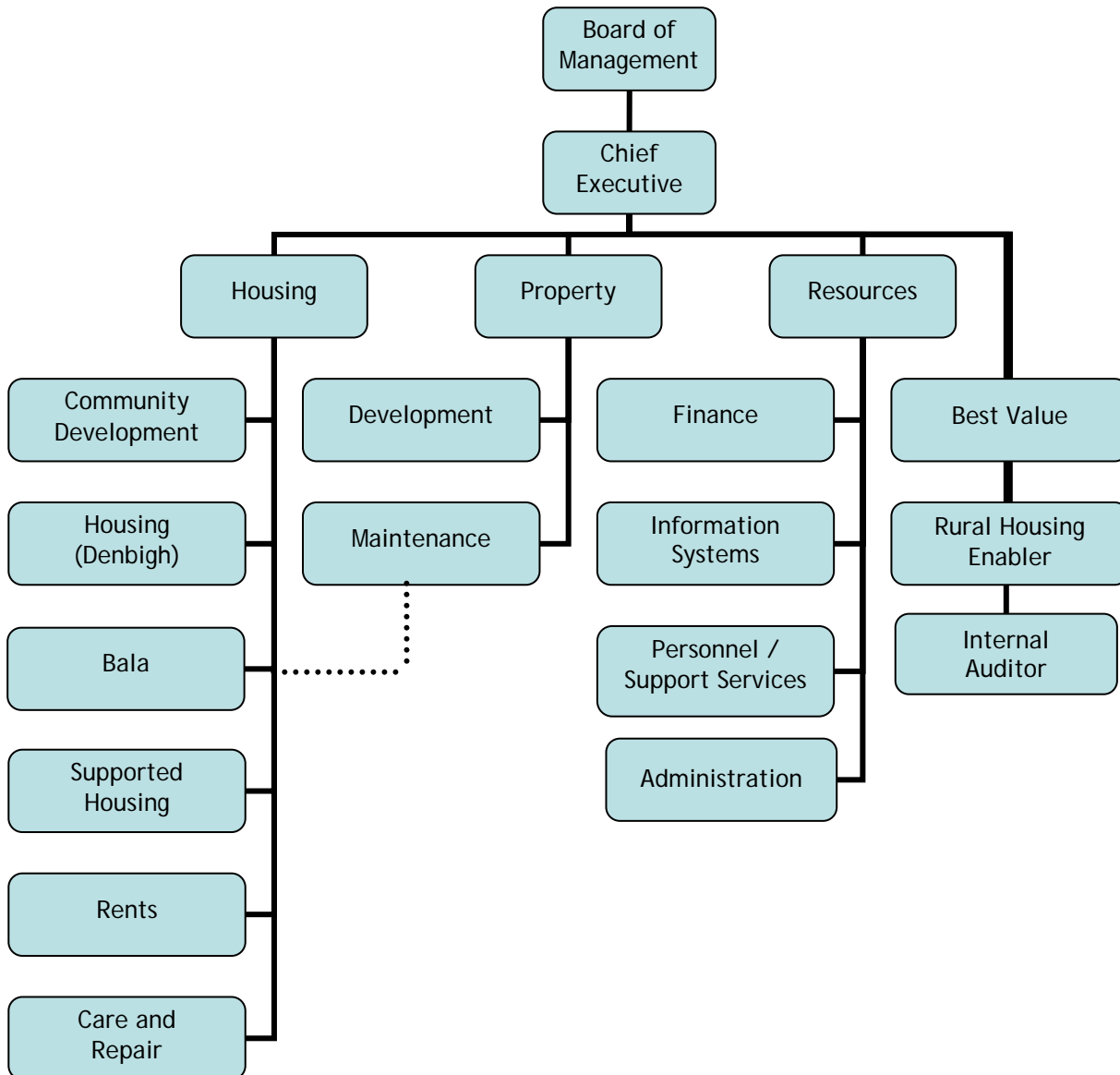
Job Description

Personal Specification

## THE ASSOCIATION'S BACKGROUND

The Association's main office is located in Denbigh, but there is also an area office in Bala. At present, 70 persons are employed on the staff, and their commitment is apparent in all the activities. The Association is recognised as an "Investor in People - Profile" and this standard requires that the Association develop all the staff to achieve the objectives of the business and to review every individual's training and development needs regularly. We also take pride in the friendly atmosphere here and the fact that every member of staff is important to the team. The working conditions are favourable, contemporary and family friendly as the Association believes that staff is the most important resource.

## THE ASSOCIATION'S STRUCTURE



### The Maintenance Team

As shown above, the Maintenance Team is part of the Property Department. The team members at present are the Maintenance Manager, Maintenance Officer (x4), Planned Maintenance Officer, Administrative Officer (x2) and Administrator. The team work from the Association's main office in Denbigh, apart from one of the Maintenance Officers who is based at the Area Office in Bala. The team are responsible for ensuring that the housing stock is in good condition by responding to tenants' requests for repair work as well as organising planned maintenance work.



## MAINTENANCE OFFICER

### TERMS OF EMPLOYMENT

- Contract:** Permanent
- Salary:** £20,198 - £23,708 Scale 5, Point 23 - 28
- Terms of Employment:** The Association conforms to recognised good practice and has progressive personnel policies which provide employment terms which are fair and family friendly.
- Hours of Work:** 37 hour week. Flexible hours in operation.
- Overtime:** Overtime pay will be paid if the officer is asked to attend meetings outside their normal working hours.
- Holidays:** 25 working days (increasing by one day for each year of service to 30 days) together with Bank Holidays.
- Office:** The post is based at Denbigh / Bala. (to be agreed)
- Travelling Expenses:** The use of a motor vehicle is essential to this post. An option is given either to participate in the Association's leased car scheme, or an essential car user allowance is paid if the officer chooses to use own vehicle. Expenses are generally in line with local authority rates.
- Pension:** A 'Social Housing Pension Scheme' (SHPS) is offered.
- Probationary Period:** The first 6 months will be a probationary period.
- Investor in People:** The Association is recognised as an Investor in People and is very supportive to staff who wish to attend courses relevant to their work.
- Language:** The internal administration of the Association is mainly through the medium of Welsh and communication with the tenants is in Welsh and English. Therefore the ability to communicate in both languages is essential in this post
- Equal Opportunities:** The Association aims to be an Equal Opportunities Employer. We do not discriminate against candidates on the grounds not justified by law.
- References/Disclosure:** Any offer of employment will be dependant on receiving satisfactory references and a satisfactory Criminal Records Bureau disclosure for the successful candidate.

## **JOB DESCRIPTION**

- Title:** Maintenance Officer located in Denbigh/Bala
- Team:** Maintenance
- Answerable To:** Director of Property via the Maintenance Manager
- Responsible For:**
1. Financial: Procure maintenance repairs up to the value of £1500.
  2. Resources: External Contractors - select contractors from Approved List to carry out maintenance work.
- General Aims Of The Post:** Assisting the Director of Property / Maintenance Manager to:
1. Maintain housing stock in good condition.
  2. Provide cost-effective and efficient repairs service to tenants.
  3. Supervise and inspect work on site and ensure that the work is of acceptable standard.

### **Key Responsibilities**

1. Respond to tenants requests for repair work and ensure that it is carried out within timescales laid down and the targets set.
2. Carry out pre and post inspections of day to day repairs as necessary.
3. Procure day to day repairs from Association's List of Approved Maintenance Contractors up to limit of £1500.
4. Supervise and inspect all work carried out on planned and cyclical maintenance programme. Prepare specification and procure work in consultation with the Maintenance Manager and Director of Property.
5. Carry out Clerk of Works duties on new build, rehab and general repairs works.
6. Be aware of and respond to changes in policy, rules and decisions made by Board of Management or committees of Association.
7. Be aware of changes in Building Regulations and statutory requirements.
8. Liaise with site supervisors, employer's agents and consultants in respect of work on site and keep them and the Director of Property / Maintenance Manager informed of problems.
9. Inspect the condition of stock and keep a record so that the information can be inputted into the computer system.
10. To be the Responsible Officer for the Denbigh/Bala Office.
11. Carry out formal meetings with contractors monthly.
12. Promote and ensure compliance with the Equality & Diversity Policy, Health and Safety Policy and the Tenants Participation Strategy.

### **Tasks And Responsibilities Essential To The Post**

1. Prepare works orders, estimates and specifications for day to day repairs up to £1500.

2. Liaise with tenants to arrange access.
3. Ensure maintenance work carried out meets required specification and gives value for money.
4. Ensure maintenance contractors comply with Association's code of conduct and Health and Safety Regulations.
5. Inspect vacant properties prior to re-letting. Procure repairs, inspect and supervise repair work.
6. Keep maintenance records as required.
7. Prepare reports on maintenance matters as required.
8. Maintain records of works on new build, rehab and major repairs sites. Prepare report and attend site meetings.
9. Carry out minor repair work as need arises.
10. Attend in-house meetings and external meetings as requested by the Director of Property / Maintenance Manager.
11. Input information on maintenance problems into computer system and produce work orders.
12. Inspect properties prior to the termination of a tenancy.
13. Undertake other tasks relevant to the post as requested by the Director of Property / Maintenance Manager.

**PERSONAL SPECIFICATION – MAINTENANCE OFFICER**

	<b>Essential</b>	<b>Desirable</b>
<b>General skills</b>	<p>The ability to work under pressure</p> <p>Good communication skills in both Welsh &amp; English</p> <p>Flexible attitude towards work</p> <p>The ability to prioritise tasks</p>	<p>The ability to work without supervision</p> <p>The ability to work to an agreed programme and attain targets</p> <p>Willing to voice an opinion</p> <p>Use of computer</p>
<b>Knowledge</b>	<p>General building work including electrical and gas installation</p> <p>Building Regulations and other statutory requirements</p> <p>Inspect and assess work to properties</p> <p>Tender documents and schedules of work</p> <p>Understanding and preparing of building plans</p>	
<b>Experience / Qualifications</b>	<p>Good general education</p> <p>Experience in building industry</p> <p>Customer services</p>	<p>A building qualification</p> <p>At least 5 years experience in maintenance</p> <p>The ability to act as a Clerk of Works</p> <p>Inspect properties and prepare schedule of works for pricing by contractors</p>
<b>Personal</b>	<p>Driving licence</p> <p>The ability to work within a team</p> <p>Willingness to co-operate with other officers of the Association</p> <p>Courteous and cheerful manner on the telephone and face to face</p> <p>Enthusiasm</p>	