



KNOWES HOUSING ASSOCIATION

JOB DESCRIPTION

JOB TITLE:	Repairs Officer	GRADE:	EVH Grade 7
ACCOUNTABLE TO:	Property Services Manager, Director and Management Committee		
REPORT TO:	Property Services Manager		
DATE LAST REVIEWED:	December 2020		
VERSION:	2020		

OBJECTIVES OF THE POST

To provide an effective and responsive Property Maintenance service to residents and customers of the Association. This will involve ownership of the day to day reactive maintenance function for the Association and assistance with other outputs of the Property Services Team.

To ensure the Association's core values are fully integrated within the property services the Association provides, through our dealings with external bodies and through interactions within the office.

ROLE OF TEAM

The Property Services Team consists of a Property Services Manager, Repairs Officer, Repairs Assistant, a full time and a part time Maintenance Officer and a Property Services Assistant. The team is responsible for delivering the repairs and maintenance function for the Association. This involves receiving, ordering and inspecting repairs, procuring maintenance contracts and managing them to a conclusion, processing invoices, contractor appointment and liaison, and effective communication with our customers. The team deal with all insurance claims, adaptations, gas maintenance, and compliance with relevant legislative and regulatory guidelines, policies and procedures.

PRINCIPLE DUTIES – General

1. Provide effective and efficient services to external and internal customers.
2. Effective monitoring and achievement of performance targets and objectives, including running reports on contractor performance and budget spend.
3. Monitor the quality of reactive repairs and gas maintenance contracts.
4. Supervise Repairs Assistant and work with Maintenance Officers to provide efficient effective repairs and maintenance services.
5. Ensure the efficiency of the service by participating in all aspects of the day to day office duties i.e. answering telephone calls, emails, raising job orders, reception duties and responding to customers.
6. Coordinate insurance claims for property and liability claims for the Association.
7. Contribute to the review of policies as required to ensure compliance with all legislation and good practice.
8. Work as part of the Property Services Team contributing to the review of service delivery and making the necessary improvements to the process and practices.
9. Work with Property Services Manager to prepare monthly reports for Committee and Management Team.

DAY TO DAY REPAIRS AND VOIDS

10. Ensure the Repairs KPI targets are achieved.
11. Deal with tenant and owner correspondence regarding repairs and maintenance.
12. Ensure contractors meet the Association's performance standards in terms of speed of response.
13. Raise rechargeable repairs in accordance with the Association's policy and procedure.
14. Follow up repair enquiries ensuring all repairs are recorded, coded and processed according to the repairs policy and procedures.
15. Check and process contractor's invoices.

16. Run weekly outstanding works order reports and follow up.
17. Selecting and processing pre and post inspections.

OTHER

18. Contribute to the preparation of annual budgets.
19. Oversee the gas servicing and maintenance functions.
20. Ensure compliance with Asbestos regulations in respect of the repairs function of the Association.
21. Advise Property Services Manager on any areas of repairs that have the potential for major works.
22. Be aware of CDM responsibilities.
23. Provide information for the ARC.
24. Participate in corporate activities and operational working groups as required by the Association.
25. Set up files and ensure Mortgage to Rent work is instructed within the timescales and ensure repair requirements are complete and information is updated in the MTR spreadsheet and information passed to finance.
26. Oversee void processing.
27. Identify areas of improvement and lead on the introduction of new technologies and systems to ensure the efficiency of the service.

Date job description reviewed _____

Signature of staff member indicating agreement to revised job description
