



JOB DESCRIPTION

Post Title: Maintenance Administration Assistant

Job Summary

To provide support to the Maintenance Team in the implementation of new systems and ensuring that the Association's residents and tenants receive responsive, cost effective and efficient services.

Accountable to: Head of Housing and Maintenance

Line Managed by: Senior Maintenance Officer

Person Specification

Person Specification Criteria	Essential	Desirable
Education and Training GCES grades C or above		√
Experience Knowledge of electronic filing systems and document retention Knowledge of property maintenance- plumbing, electrics and heating systems Planning and scheduling maintenance tasks Knowledge of current Health and Safety legislation	 √ √	 √ √
IT Skills Excel and Word	√	
General Skills and Abilities Communication skills both oral and written Organisational ability Ability to keep track of and record activity Ability to work independently and as part of a team	 √ √ √ √	
Ability to resolve problems using your own initiative	√	
Ability to be flexible depending on the demands of the service	√	

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Key Responsibilities

To organise the transfer of the Association's Health & Safety documentation to a new electronic system

To assist the Senior Maintenance Officer with the provision of maintenance and repairs service to the Association's residents in accordance with the Association's policies, procedures and standards, including:

- Assisting with the delivery of all reactive, routine, void property, service charge and some planned maintenance activities.
- Filing job sheets, orders and invoices in relevant property files.
- Producing customer satisfaction surveys.
- Updating spreadsheets with data on responsive and planned maintenance tasks
- Maintaining neat, accurate records and filing system
- Ability and willingness to "multi-task where necessary to assist with other areas of the business
- Be available to liaise with residents, tenants, and other service users
- To provide cover where necessary for planned absence

To assist the Maintenance Administration Officer in summarising and maintaining external contracts for scheduled maintenance tasks. This includes maintaining the contract diary, monitoring the attendance and following up remedial works.

To produce property information when requested.

TERMS AND CONDITIONS OF EMPLOYMENT- A separate contract gives full details

Competency Framework

The competence framework sets out skills, knowledge and behaviours in four main competence areas, providing a means to assess performance of the above duties and responsibilities.

Competence	Description	Behaviours
Communicating effectively, internally and externally	Engaging in written and oral communication that is clear, transparent, and responsive to the needs, experience and understanding of diverse audiences.	Communicate using appropriate styles, methods and timing to maximise understanding, impact and inclusiveness. Actively seek information from others to understand their needs and encourage them to access relevant information that will help them use services more effectively.
Working as a team	Working effectively with colleagues and using the diversity of the team to create a working environment which helps to achieve optimum performance and success.	Proactively contribute to the work of the whole team. Actively seek input from a diverse range of people. Be open to taking on different roles
Developing skills and knowledge	Keeping up to date with new processes and information in our individual role, seeking opportunities to develop, and taking responsibility for own individual personal development	Identify own skills and knowledge gaps to inform own development and discuss these with line manager Recognise and take time to achieve own learning and development objectives.
Delivering effective performance	Delivering timely performance with energy, taking responsibility and accountability for quality outcomes, and dealing with challenges in a responsive and constructive way	Focus on providing the right solution and keep relevant parties up to date on progress. Take responsibility for the quality of own work and keep line manager informed of how work is progressing. Take ownership of problems, remaining positive and focused on achieving outcomes despite setbacks.