

HJALTLAND HOUSING ASSOCIATION LTD JOB DESCRIPTION

Job Title: **TECHNICAL OFFICER - HOUSING**

Last Reviewed: **April 2021**

RESPONSIBLE TO: **Head of Housing & Customer Services**

RESPONSIBLE FOR: **N/A**

AUTHORITY: **See Item 5 Detailed Financial Procedures Policy.**

OVERALL AIM OF THE JOB

- Assist in providing and controlling all aspects of Association activity to deliver an effective Maintenance Service, including Reactive Repairs and Planned Maintenance and Refurbishment programme.
- Assist in providing a quality and cost effective Maintenance Service ensuring compliance with all relevant legislation and best practice.
- Procure works and services in line with the Associations Procurement Policies with the aim of achieving best value and maximising community benefit where applicable.

To assist the One Stop Shop in the provision of its service to clients

PLANNING AND CONTROL OF MAINTENANCE

- Assist the Asset Management team in undertaking inspection of properties for relet, day to day repairs and planned maintenance requirements
- Inspect and assess work for reactive repairs as necessary and if required outwith normal working hours.
- Prepare reports on the general conditions of properties where it is felt that the normal maintenance procedures cannot remedy defects.
- Assist in preparing specifications and pricing of proposed works orders for maintenance and improvements.
- Issue Works Orders within the post holder's level of authority, and control the progress of Works Orders, including organising and supervising trades people and data input onto computer where necessary, in respect of maintenance or improvements to ensure compliance with Association targets.
- Liaise with Housing Management staff to minimise rent loss through timeous implementation of re-lets improvement and maintenance procedures, including disconnection and reconnection of services and appliances and any other problems as required.
- Liaise with, and instigate claims upon, the Association's insurance brokers for all claimable repairs.
- Ensure that no works are carried out on properties which may impair the Association's ability to seek redress against contractors, consultants or other parties involved in the development of those properties.
- Assist in the development and implementation of strategies to consult and obtain feedback from tenants about all aspects of the Repairs Service.

- Assist the Senior Management Team in preparing, monitoring and complying with Reactive Maintenance budgets.

QUALITY AND COST EFFECTIVE MAINTENANCE SERVICE

- Assist the Senior Management Team in the development and review of policies, procedures and performance standards relating to maintenance activities, including up-dating the job procedure file as required.
- Meet the Performance standards of the Maintenance and Planned Maintenance Service.
- Produce written reports and Contractor Performance reports, for the Property Services Manager as required.
- Ensure the quality of the Maintenance and Planned Maintenance Service by undertaking pre and post job inspections and audits, including completion of appropriate reports.
- Assist the Asset Management team in preparing specifications and documentation for planned maintenance projects and undertaking the tendering and ongoing supervision of projects including grass cutting, estate maintenance and property improvements.
- Assist in undertaking stock condition surveys including the input of computer data.
- Assist in undertaking health and safety checks including fire alarm testing, fire extinguisher checks, house keeping checks, etc
- Carry out energy surveys and monitoring on properties and offer advice and support to tenants on efficient use of their heating & hot water systems.

CLERK OF WORKS

- To assist in the supervision of the Association's Capital and Revenue works programme in accordance with all relevant legislation and best practice. To maintain a log and diary of visits and produce written reports for Site Meetings and written Progress Reports as required.
- To assist the Head of Investment & Asset Management to provide a clerk of works service for the development programme, when necessary.
- Attend Site Meetings as necessary.

MANAGEMENT

- Attend and report to section or team meetings, providing reports as requested by the Head of Housing & Customer Services.
- Establish and maintain effective links with other sections, outside agencies and statutory bodies.
- Provide technical advice and support to Staff, as required.

FACTORING

- Assist in factoring properties owned by others to meet contractual and statutory requirements, Best Practice, Best Value and Association policies.

GENERAL

- Follow and promote the Association's Equal Opportunities Policy as it relates to the carrying out of all duties attached to the post.
- Implement the Association's Health and Safety at Work Policy as it relates to the carrying out of all duties attached to the post.
- To undertake job-related training as necessary.
- To update job procedure files as required.

- Make full use of new technology for all appropriate tasks.
- To comply fully with the Association's Standing Orders and Procedures.
- To liaise closely with other members of staff
- To undertake other appropriate work, within the scope of the Post, as agreed with the Head of Housing & Customer Services.
- To have a driving licence and a vehicle to undertake the duties of the post
- Due to the wide spread of properties, extensive travel throughout the Islands may be necessary.
- To assist the One Stop Shop in the provision of its service to clients.
- Normal hours of work are 35 hours per week, Monday to Friday inclusive.

JOB LOCATION

The Post-holder will be located in the Association's offices in Lerwick.

This job description will be reviewed at least once annually or otherwise at the request of the Post-holder, Head of Housing & Customer Services or the Chief Executive.

Date _____

Review Date _____