

Job Title: Maintenance & Estate Technician
Grade: EVH Grade TAS6
Reporting to: Senior Technical Officer
Responsible to: Director of Assets

PRINCIPAL FUNCTIONS

- Assist in the provision of a Maintenance Service for the Association. predominantly working in and around properties occupied by our tenants and their families.
- Assist the Association to maintain a very high standard of stock profile and provide excellent outcomes and customer service for all its tenants.
- Assist in all aspects of Association activity to deliver an effective Maintenance Service, including a life cycle planned maintenance and refurbishment programme and reactive repairs.
- Assist in providing a quality and cost-effective Maintenance Service ensuring compliance with all relevant legislation and best practice.

MAINTENANCE SERVICE

To carry out reactive and lifecycle repairs as directed by Senior Technical Officer in accordance with all relevant drawings, specifications, legislation, and best practice.

Carry out essential estate maintenance including but not limited to:

- Snow clearing, gritting, pressure washing, painting, and cleaning.
- Grass cutting, maintenance of SUDS basins and planted areas including weed control.
- Changing filters for ventilation & heating systems including fault identification, reporting repairs, and keeping records.
- General building, fencing, concrete and environmental works.
- Inspecting various scheme and hazard identification.

To support the team in completing all relevant maintenance tasks within timescales, budgets, and relevant legislation.

PLANNING AND CONTROL OF MAINTENANCE

- Inspect and assess work for reactive repairs as necessary, including, as required, outwith normal working hours. Assist the Senior Technical Officer in achieving the Association's performance targets for maintenance.
- Where necessary carry out repairs and maintenance tasks appropriate to the post holder's skills and experience.
- Liaise with housing management to carry out and complete maintenance works including disconnection and reconnection of services and appliances and any other related tasks.

QUALITY AND COST-EFFECTIVE MAINTENANCE SERVICE

- Ensure the quality of the Maintenance Service by undertaking pre and post job inspections.
- Assist the Senior Technical Officer in undertaking stock condition surveys.

MANAGEMENT

- Establish and maintain effective links with other sections, outside agencies and statutory bodies.
- Provide technical advice and support to staff, as required.

GENERAL

- Ensure that any Association vehicle provided is regularly maintained and kept in a clean and operable condition.
- Ensure that any Associations tools and equipment provided are kept in a clean and operable condition.
- 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 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 procedure for purchasing and ordering materials.
- To liaise closely with other members of staff.
- To undertake other appropriate work, within the scope of the post, as agreed with the Senior Technical Officer.
- Due to the wide spread of properties, extensive travel throughout the Islands will be necessary.
- Normal hours of work are 37.5 hours per week, Monday to Friday inclusive.

The list above is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.

JOB LOCATION

The post-holder will be located in the Association's offices in Lerwick, or such other Association premises as may be required, but shall be required to travel to undertake the duties required of the post. This job description will be reviewed at least once annually or otherwise at the request of the Post-holder or the Chief Executive.

PERSON SPECIFICATION – MAINTENANCE & ESTATE TECHNICIAN

The selection panel has identified this comprehensive specification for ideal candidates. They will consider candidates against these and will shortlist using these criteria. Candidates are encouraged to apply if they meet all required criteria but not necessarily all desirable requirements.

Education & Qualifications	Essential	Desirable
	Time Served Tradesperson with experience in the construction/maintenance sector.	Wide range of maintenance experience including plumbing, electrical and joinery works
	Willingness to undertake further training.	
Experience & Knowledge	Essential	Desirable
	Time Served Tradesperson with experience in the construction/maintenance sector.	Experience of working in occupied properties.
	Experience in groundwork maintenance such as fencing, ditching, paths, weed and moss control.	Experience of ventilation systems and filter changes.
	Good knowledge of building construction and maintenance requirements such as drainage, ventilation, and painting.	Knowledge of horticultural practice.
	Good knowledge of Health and Safety standards	
Skills & Abilities	Essential	Desirable
	Articulate and able to communicate sensitively to the needs of our clients who may include elderly and disabled tenants.	Experience of record keeping
	Attention to detail	Experience of Computers
	Ability to Problem Solve	
	Ability to plan schedules, prioritise work and meet deadlines	
	Ability to start and complete a job to a high standard	
	Able to work as a member of a team	
	Self-reliant and able to work effectively under pressure	
Other Requirements	Essential	Desirable
	Mobile and active	Sympathetic to aims and objectives of the Association
	Highly Motivated	
	Full driving licence	
	Understand the need for confidentiality.	
	Understand importance of effective recording and monitoring	