

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Maintenance Officer</b>
<b>RESPONSIBLE TO:</b>	<b>Surveying Manager</b>
<b>DEPARTEMENT/ SECTION:</b>	<b>Property (Inspection team)</b>
<b>SALARY (£):</b>	<b>Grade 9</b>

### MAIN PURPOSE OF THE JOB

#### What you'll do

Undertake repairs and void inspections in line with guidelines set by Adra.

Set the standard in terms of the quality of work expected from the delivery team.

Pro-actively work with the delivery team pre, during and post-delivery of the works.

Work within budgetary constraints to ensure we deliver a repairs and maintenance service that demonstrates VFM and continuous improvement and is in line with the price per unit model.

Pro-actively work with the Client team within the directorate as and when required.

Ensure all inspections contain relevant and detailed information to enable delivery of the work in an efficient and value adding manner (e.g. descriptions, measurements, quantities, identification of hazards, constraints, asbestos reports, party wall agreements, specialist materials and/or works).

Conduct post inspections of a sample of the work to ensure standards are met, identify good working practices, along with areas of improvement and/or efficiencies.

Work as part of a team striving for excellence and value at all times.

Provide and actively promote excellent positive Customer Service for both internal and external service users and stakeholders.

### KEY RESPONSIBILITIES

- Lead on the identifying and raising of work cards required on Adra's habitable properties following inspections, taking into account current legislation and Adra property specifications.
- Deliver detailed inspections and ensure work cards are accurately raised that will allow delivery of the work on a right first time basis where applicable.
- Work with the delivery team, planners and contact centre to develop an inspection regime that demonstrates value to Adra, ensuring that the need for an inspection is fully justified and diaries are filled in an efficient manner.

- Raise works cards that are reflective of a repairs and maintenance service, highlighting the requirement for capital investment to the relevant department(s) as required
- Assist in ensuring that completed capital works by Trwsio is reported to the Assets team
- Undertake joint inspections with the client inspection team as required
- Maintain records of all inspections carried out
- Maintain awareness and up to date knowledge of changes in current legislation, including Building Regulations; Town and Country Planning Procedures; British and EC Standards; Asbestos Regulations, Health and Safety Regulations; Welsh Housing Quality Standards; Housing corporation guidelines and good practice
- Control the collection of attribute data to maintain property records in accordance with procedures.
- Assist in the management of internal or external professional support that may be needed to deliver specified works and programmes.
- Consistently deliver services in accordance with Adra's policies, procedures and standards.
- Complete tasks to the relevant quality standard and to ensure work is carried out within agreed targets and timescales.
- Be responsible for communicating with colleagues within the organisation to aid consistency and promote the sharing of good practice.
- Undertake tasks with minimal supervision and discuss work schedules with other trades persons where relevant.
- Ensure personal protective equipment (PPE) is used at all times and compliant Adra identification is carried and used by you at all times.
- Co-ordinate work with the Service Supervisors and undertake quality checks to ensure the smooth and efficient running of the service.
- Report to senior management areas of concern where it is considered that the standard of service is not compliant with Adra's policies and procedures.
- Provide operational cover as required by senior management to cover for absences including annual leave, training and secondments.
- To carry out any other duties appropriate to this post, as necessary or as requested.
- Ensure personal general paperwork, systems are accurate, maximise the use of mobile working at all times.

No job description can cover every issue which may arise within the role at various times. In order to maintain an effective service, you may be required to undertake any other reasonable tasks, which is broadly consistent with those in this document as determined by your Director.

<b>PERSON SPECIFICATION</b>	<b>ESSENTIAL/ DESIRABLE</b>
<b>QUALIFICATIONS</b>	
Building/Construction – ONC / OND or HND/HNC Qualification or extensive relevant experience	E
Recognised building maintenance inspection qualification	D
Customer Services Qualification or a willingness to attend courses	D
Asbestos - P402 Management of Asbestos in Buildings	D
Recognised auditing qualification	D
<b>EXPERIENCE, KNOWLEDGE AND SKILLS</b>	
Experience of inspecting/surveying and specifying repairs and maintenance works to domestic and commercial properties	E
Demonstrable experience of producing schedules of works/job cards to a high level of correctness	E
Ability to identify on inspection and communicate via work cards, risks/hazards/potential issues	E
The ability to undertake and carry out risk assessments appropriate to the activity being undertaken	E
The ability to carry out investigations and provide written reports/letters	E
Competent in the use of IT equipment, including maintaining databases	E
Working knowledge of Adra’s standard of works	E
Ability to undertake visual inspections to properly assess work to be carried out and the finished quality of work	E
Experience of Asset Management Software.	D
Experience of working in a building construction environment	E
Knowledge of Best Practice, legislative and statutory requirements in relation to Housing Asset Management and Maintenance	E
Excellent skills in diagnosing building defects and identifying solutions	E
Excellent communication skills with the ability to foster positive relationships with customers	E
Knowledge and understanding of relevant legislation and standards such as CDM Regulations, Building Regulations, Planning Regulations, Asbestos and Welsh Housing Quality Standard	E

<b>LANGUAGE REQUIREMENTS</b>	
The ability to communicate fluently through the medium of Welsh and English.	E