

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Maintenance Officer</b>
<b>RESPONSIBLE TO:</b>	<b>Senior Maintenance Officer</b>
<b>DEPARTMENT/SECTION:</b>	<b>Client Team</b>
<b>SALARY (£):</b>	<b>Grade 9</b>

### MAIN PURPOSE OF THE JOB

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

Deliver responsive repair inspections in line with responsive repair guidelines.

Complete effective and efficient inspection of void properties.

Ensure all inspections contain relevant and detailed information to enable Tim Trwsio or any other contractors used by CCG to deliver work on a right first-time basis (e.g. descriptions, measurements, asbestos reports, party wall agreements, specialist materials).

Provide a technical surveying support to the Asset & Investment Directorate with key responsibilities for the following areas:

- Stock Condition Surveys
- Related Asset Inspections
- There may be a requirement for Environmental Performance Certificates Inspections on the void properties
- Tenant Improvement Inspections
- Garage Inspections
- Asbestos Surveys
- Manage data in regards to the stock improvement works

The survey scope will not be limited to the above services which maybe varied to meet the needs of CCG.

To support the delivery of CCG's Grounds Maintenance Contract. This includes monitoring quality, adherence to contract specification, Health and Safety compliance and adherence to all other contract deliverables.

The post holder will be expected to prepare the audit of inspection programmes and assist in the management of a comprehensive survey service across CCG's full asset and land base.

Provide value for money customer focused service by doing things right first time and being true to our word. Deliver Health, Safety, Quality and Environmental Excellence (HSQE) in partnership with Customers, Staff and Service Providers.

## KEY RESPONSIBILITIES

- Lead on the specification of works required on CCG's assets (including but not limited to houses, sheltered accommodation, garages and shops) taking into account current legislation and CCG property specifications.
- Deliver detailed inspections and ensure work cards are accurately raised that will allow Tim Trwsio and other contractors to deliver the work on a right first time basis.
- Undertake inspections as and when appropriate with the emphasis placed upon post inspections to ensure customer satisfaction and quality is maintained.
- Undertake and oversee regular quality checks (on CCG's Assets and Land) to ensure the smooth and efficient running of the service to meet business objectives and customer needs.
- Undertake specific stock condition surveys as required within the service brief.
- Undertake detailed property surveys to determine the nature and condition of the elements surveyed the possible extent and specification of the work required and the recommendations of timescale for repair or replacement.
- Assist in the ongoing development of the stock condition surveys and the Asset Management Strategy.
- Undertake non-intrusive periodic visual inspections of known asbestos products and to ensure that the asbestos information is uploaded into the asbestos register with the Compliance Officer.
- Undertake Energy Performance (EPC) on voids properties
- Maintain records of all inspections and audits carried out.
- Support in ensuring that the grounds maintenance contract is delivered effectively, and that the quality of work meets the required standard.

- Prepare reports, information and statistics on work activity and attend meetings as required.
- 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
- Assist in generating and updating survey programmes monthly and on an annual basis
- 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.
- Assist in validation of data when requested by the Adaptations & Surveying Officer.
- Consistently deliver services in accordance with CCG's code of conduct, Equal Opportunities and Dignity at Work policies and procedures within daily operations.
- Complete tasks to the relevant quality standard and to ensure work is carried out within agreed targets and timescales.
- Undertake duties in accordance with the CCG's service standards.
- Comply with Health and Safety legislation and CCG's Health and Safety procedures.
- Contribute to the achievement of CCG's performance management framework especially personal and operational objectives
- Ensure personal general paperwork, systems are accurate. Monitor/update data information via the mobile working systems in a timely manner.

- Work as a member of a self-managing team with a sense of collective responsibility and purpose and to provide support and advice to colleagues.
- 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.
- Contribute to CCG's environmental policy through minimising any environmental impact of the service.
- Ensure personal protective equipment (PPE) is used at all times and compliant CCG identification is carried and used by you at all times.
- Ensure all work is planned so that CCG's corporate objectives in respect of carbon management targets are achieved.
- Co-ordinate work with the Service Supervisors and undertake quality checks to ensure the smooth and efficient running of the service to meet business objectives and customer needs.
- Attend when necessary customer focus groups and other meetings
- Liaise with outside agencies on all building related matters.
- Assist in undertaking any appropriate investigations and produce reports for the following:-
  - Insurance Claims
  - Slips, trips and falls (section 82)
  - Fire Damage
  - Customer Complaints
  - Disciplinary/grievance investigations
- Complete and oversee tasks to the relevant quality standard and ensure work is carried out within agreed targets and timescales.
- Ensure all financial targets are adhered to in respect of all operational activity.

- Ensure that all performance targets are adhered to in respect of all operational activity and statistical returns are completed upon request.
- Audit and report on all operational health and safety issues in accordance with the current legislation and internal policies and procedures.
- Identify any equality and diversity issues so that all customers can have equal access to the service and be treated fairly.
- Report to senior management areas of concern where it is considered that the standard of service is not compliant with CCG policies and procedures.
- Have an understanding and comply with all corporate policies and procedures.
- Ensure information is used and updated in accordance with the Data Protection Act and any other legislative guidelines
- Work as an effective member of a self-managing team with a sense of collective responsibility and purpose and to provide support and advice to colleagues where appropriate.
- Provide operational cover as required by senior management to cover for absences including annual leave, training and secondments.
- To promote and comply with the Code of Conduct.
- To carry out any other duties appropriate to this post, as necessary or as requested.

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 line manager, Assistant Director or Director

## PERSON SPECIFICATION

	ESSENTIAL/ DESIRABLE
<b>QUALIFICATIONS</b>	
Building/Construction – ONC / OND or HND/HNC Qualification	E
Recognised building maintenance inspection qualification	D
Customer Services Qualification or a willingness to attend courses	D
EPC – Certificate in Domestic Energy Assessment (CertDEA)	D
Asbestos - P402 Management of Asbestos in Buildings	D
Recognised auditing qualification	D
<b>EXPERIENCE, KNOWLEDGE AND SKILLS</b>	
Experience in repairs and maintenance of domestic and commercial properties	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
Previous proven experience in detailing job descriptions for building repairs and maintenance	E
Understanding of detail in carrying out inspections to the WHQS standard	E
Working knowledge of WHQS standards	E
Ability to undertake visual inspections to properly assess work to be carried out and the finished quality of work	E
Experience of building Inspections	E
Experience of Asset Management Software.	D
Experience of stock condition surveys	D
Experience of carrying out on-site building maintenance inspections or surveys	D
Experience of producing work schedules, programmes or audit plans	E
Experience of working in a building construction environment	D

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
Knowledge and understanding of relevant legislation and standards such as CDM Regulations, Building Regulations, Planning Regulations, Asbestos and Welsh Housing Quality Standard	E
<b>OTHER</b>	
To be able to work unsocial hours as and when the service requires	E
Full Driving Licence with access to own vehicle.	E
<b>LANGUAGE REQUIREMENTS</b>	
The ability to communicate fluently through the medium of Welsh and English.	E