



Empower are a Housing Association with a nationwide portfolio of properties, we provide independent living for all our tenants, who all require care.

Job Title: Maintenance Officer

Accountable to: Building Quality Manager

Duties and Responsibilities

To work as part of a team within the Maintenance Department. Working with Empower Housing to achieve set goals and targets in line with working practices.

Main roles include –

- Take calls from tenants / staff, report all repairs using housing software (SDM) producing job sheets.
 - Track repairs, liaise with tenants / staff on commencement, progress, and completion.
 - Chase all overdue jobs.
 - Arrange quotes and liaise with contractors on tenant's behalf.
 - Obtain permission from staff / tenants to close job.
 - Obtain quotes as required and liaise with contractors.
 - Invoice tenants for individual jobs.
 - Process invoices using housing software (SDM).
 - Organise compliance checks eg- gas certificates with properties.
 - Working closely with Building Quality Manager, Maintenance Co-ordinator and in-house Maintenance Technicians.
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1. To make sure all tenants have accommodation that meets their needs. To guarantee that all tenants receive cost effective support to maintain their tenancies.

2. To work with colleagues, tenants and partner agencies to ensure all tenancies are provided and maintained in accordance with current legislation and that all support and services are provided in a tenant focused manner.
3. To guarantee properties are maintained to a high standard to meet tenants' needs in a cost-effective manner and within budget.
4. To ensure the correct administration is carried out with accurate record keeping.
5. To be competent in computer programmes such as, Excel, Word and SDM Housing Software (SDM).
6. To ensure value for money from contractors and quality of workmanship. This involves
7. To monitor all pre and post inspections for maintenance purposes and log further works if required.
8. To ensure the associations commitment to repair response times are met in accordance with the Housing Software (SDM).
9. Develop property database by inputting stock condition information into Housing Software (SDM). Updating stock conditions when necessary i.e. upon boiler replacement, cyclical decorating etc.
10. Advising tenants on use of their domestic appliances and equipment. This can include the ordering and arranging of new appliances, the arranging of contractors for break downs.
11. Guaranteeing all properties have up to date certification for Gas and Electrical installations and PAT testing where required.
12. Instruct, monitor and maintain the EPC register.
13. To schedule cyclical & routine repairs within the maintenance budget.
14. To create Maintenance Technician / Groundsmen reports on a monthly basis.

15. To undertake any training considered relevant to the performance of the duties of this post and furtherance of the association's objectives.
16. Maintaining contracts with external parties, such as British Gas and Specialist Equipment. Making certain all information is logged correctly and liaised between the relevant departments.
17. Any other duties to reflect the changing workloads and priorities within the department.