

CLYDESDALE HOUSING ASSOCIATION LIMITED

JOB DESCRIPTION

POST: TECHNICAL SERVICES OFFICER

GRADE 7 – PA22

1. OBJECTIVES OF THE POST

- 1.1 Support and assist the Technical Services Manager in the provision of an effective repairs and maintenance service to the Association's tenants and other client groups.
- 1.2 Provide the highest standards of customer service in accordance with policies and procedures.
- 1.3 Participate in the formulation and periodic review of policies and procedures.
- 1.4 Assist in the preparation and monitoring of all Technical Services budgets and contribute to corporate planning.
- 1.5 Co-ordinate and ensure productive liaison with external technical service agents such as architects, engineers and any relevant contractors.
- 1.6 Support the Technical Services Manager with the monitoring and maintenance of performance reporting systems.
- 1.7 The Technical Services Officer will be accountable to the Technical Services Manager and thereafter to the Chief Executive.

2. TECHNICAL SERVICES DUTIES

REACTIVE REPAIRS

- 2.1 Take repairs over the telephone and process in line with current procedures.
- 2.3 Liaise with contractors regarding the status of the repairs in order to ensure that targets are met
- 2.4 Monitor the contractors' performance using SDM dashboard
- 2.5 Process any compensation claims for Right to Repair failures
- 2.6 Carry out monthly contractor meetings including the preparation of performance statistics to contractors
- 2.7 Prepare information for Balanced Scorecard statistics on a monthly basis
- 2.8 Carry out pre & post inspections in line with policy and tenant requests
- 2.9 monitor tenant feedback results/trends and support the Team in taking appropriate action to maintain high levels of performance

VOIDS

- 2.10 Carry out empty property inspections
- 2.11 Process void repairs in line with current procedures including asbestos checks as appropriate
- 2.12 Carry out Energy Performance Assessments and produce certification
- 2.13 Monitor contractors' performance regarding completion times
- 2.14 Liaise with Housing Management over status of repairs and completion times
- 2.15 Process any cleaning grants as necessary
- 2.16 Update Void module on SDM

PLANNED AND CYCLICAL MAINTENANCE

- 2.17 Carry out stock condition surveys to assist with Association's Asset Management Strategy
- 2.18 Assist the Technical Services Manager in contract monitoring and compliance
- 2.19 Carry out contract management duties including contractor performance, tenant liaison, tenant consultation, decanting (if appropriate) in relation to the planned & cyclical programme
- 2.20 Liaise with contractors over any planned and cyclical defect works
- 2.21 Establish and maintain accurate, accessible records and monitoring systems to support the collation of statistics for reporting to Association's Management Committee and the Scottish Housing Regulator

STAGE 3 ADAPTATIONS

- 2.22 Liaise with Occupational Therapists regarding specific cases.
- 2.23 Liaise with tenants, including attendance as appropriate at meetings/joint visits with OT's and contractors as appropriate
- 2.24 Maintain list in accordance with Association's policy and procedures
- 2.25 Prepare tenders for quality/price evaluation at the beginning of each financial year
- 2.26 Carry out specification visits for preparation of tender documents.
- 2.27 Instruct contractors to carry out works in line with tender returns and specification
- 2.28 Prepare funding claims for submission to The Scottish Government in line with quarterly timescales
- 2.29 Prepare quarterly report for Management Committee on performance and spend

INSURANCE

- 2.30 Submit information regarding potential insurance claims to Association's Insurers.
- 2.31 Liaise with Finance Section over the progress of claims.

INVOICES

- 2.32 Apportioning invoice expenditure across the relevant budget heading
- 2.33 Sign off invoices for payment in line with authorisation limits

3. OTHER DUTIES

- 3.1 To provide technical advice and assistance to other Sections within the Association.
- 3..2 To ensure, in conjunction with other members of the staff team, that the Association's work and objectives are communicated and promoted in the local community and views are sought and taken into account where appropriate.
- 3.3 To assist the Technical Services Manager to identify re-chargeable items and advise Housing Management and Corporate Services staff accordingly.
- 3.4 To conduct regular property and estate inspections.
- 3.5 To prepare regular written reports for submission to the Association's Management Committee as requested by the Technical Services Manager.
- 3.6 To monitor, maintain and report on the Association's Technical Services performance measurement systems.
- 3.7 To attend as required Association Committee and Public meetings.
- 3.8 To undertake any necessary training courses to carry out the duties of the post efficiently and effectively.

- 3.9 To provide maintenance training to other staff members as required.
- 3.10 To liaise with the Corporate Services Officer in relation to services provided by the Corporate Services Staff.
- 3.11 Carry out Policy and Procedure development and review as requested by the Technical Services Manager
- 3.12 Respond to customer enquiries, including providing written responses and advice as to proposed courses of action
- 3.13 Dealing with customer complaints in line with Association's current policy
- 3.14 Maintain the Association's compliance with GDPR
- 3.15 Support the Technical Services Manager in relevant Freedom of Information activities

4. **ATTENDANCE AT MEETINGS**

- 4.1 Attend meetings at the request of the Technical Services Manager.

5. **HOURS**

- 5.1 The post is full time and the post holder is required to work 35 hours a week.
- 5.2 Some work outwith normal office hours will be required for which time off in lieu will be awarded.
- 5.3 The post holder is required to keep accurate records of hours worked and submit these to the Technical Services Manager on a weekly basis.

6. **CONDITIONS OF SERVICE**

- 6.1 The post holder is employed in accordance with the Employers in Voluntary Housing's current Condition of Service which may be revised from time to time.

7. **SALARY**

- 7.1 The salary for this post is in accordance with the current scales for an EVH Grade 7 post.
- 7.2 The initial placing on the scale will be decided by the Committee of Management.