

CLYDESDALE HOUSING ASSOCIATION LIMITED

JOB DESCRIPTION

POST: TECHNICAL SERVICES ASSISTANT

GRADE 6 – PA17-20

1. **OBJECTIVES OF THE POST**

- 1.1 To assist in the provision of technical services to the Technical Services Manager.
- 1.2 To provide an efficient repairs service for tenants including reactive, planned & cyclical maintenance in line with the Association's performance timescales, policies and procedures
- 1.3 To be the first point of contact for tenant queries in relation the Technical Services Department

2. **ACCOUNTABILITY**

- 2.1 The post holder will be accountable to the Technical Services Manager, then to the Chief Executive and thereafter to the Management Committee.

3. **TECHNICAL SERVICES DUTIES**

**REACTIVE REPAIRS**

- 3.1 Take repairs over the telephone
- 3.2 Process repairs in line with current procedures.
- 3.3 Liaise with contractors regarding the status of the repair
- 3.4 Process job completions daily
- 3.5 Check the dashboard on a weekly basis and update accordingly
- 3.6 Process the Out of Hours repairs
- 3.7 Carry out Customer feedback phone calls and action as necessary
- 3.8 Arrange Clerk of Works visits

**VOIDS**

- 3.9 Process void repairs including compliance checks as appropriate
- 3.10 Arrange Energy Performance Certificates
- 3.11 Monitor contractors' performance regarding completion times
- 3.12 Liaise with Housing Management over status of repairs and completion times
- 3.13 Update all necessary systems

**ASBESTOS MANAGEMENT**

- 3.14 Ensure compliance with the Association's Asbestos Management Policy & Procedures
- 3.15 Instruct Asbestos Management surveys with UKAS accredited consultant
- 3.16 Log Asbestos survey reports and outcome on Asbestos Register
- 3.17 Issue up to date register to contractors

## **ALTERATIONS AND ADDITIONS**

- 3.18 Process requests for alterations and additions in line with the Alterations and Additions Procedures
- 3.19 Process any claims for Compensation for Improvement

## **FACTORING**

- 3.20 Collate all costs in relation to the service
- 3.21 Send out factoring invoices to the Owner Occupiers/Sharing Owners
- 3.22 Monitor and record payments on all systems
- 3.23 Monitor invoices
- 3.24 Consult with owners over common works and provide them with relevant information in accordance with the requirements of their Deeds and the Factoring Agreement
- 3.25 Compliance in accordance with the Association's obligations in relation to the Property Factors Register including the formulation of Written Statements
- 3.26 Reconcile the accounts on a monthly basis in line with procedure
- 3.27 Present a monthly report to the TSM highlighting any accounts which should be considered for write-off

## **RECHARGEABLE REPAIRS**

- 3.28 Liaise with contractors to identify re-chargeable repairs
- 3.29 Arrange payment arrangements with tenants in line with procedure
- 3.30 Receive and process payments
- 3.31 Chase up outstanding payments in line with current procedure including working with debt recovery agencies as appropriate
- 3.32 Reconcile accounts on a monthly basis
- 3.33 Prepare information for Technical Services Manager on a monthly basis

## **CONTRACTOR INFORMATION**

- 3.34 Ensure that insurance details held for contractors is up to date and registered on SDM

## **OTHER DUTIES**

- 3.35 Assist with Policy and Procedure development and review as required by the TSM
- 3.36 Assist with the Planned & Cyclical maintenance programmes and admin
- 3.37 Liaise with contractors over any planned and cyclical defect works
- 3.38 Respond to customer enquiries, including providing written responses and advice as to proposed courses of action
- 3.39 Dealing with customer complaints in line with Association's current policy
- 3.40 Assist the TSM and TSO with admin related tasks (mail merges, etc)
- 3.41 Any other duties commensurate with the post.

## **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 out with 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 PA17-20

7.2 The initial placing on the scale will be decided by the Committee of Management.