Post: **Maintenance Officer**

Delegated Authority   **Level 7**

Team: **Housing Services**

Responsible to: **Maintenance Co-ordinator**

Responsible for: **None**

Job Purpose

The post holder will work collaboratively within the Housing Services Team, delivering a centralised programme of void and maintenance support to SHP's accommodation services. Through effective coordination and communication with internal and external partners, to achieve void performance standards, and reduce financial impact of income loss through void loss.

To achieve best practice and value for money through partnership working with registered providers, and maintenance contractors. Ensure works are carried out within agreed timescales, to appropriate quality, maintaining compliance with Health and safety requirements. Record, monitor and communicate progress through SHP's integrated online client and service portals.

Key Accountabilities

1.0   Void Management (management of empty accommodation units).

1.1   To liaise with service managers and teams, to identify and respond to planned and unplanned void notification, achieving performance targets for void turn around.

1.2   To assist service teams with pre-void and void inspections, ensuring that any maintenance, decoration, cleaning needed is booked, and any replacement furniture is ordered.

1.3   To liaise with registered providers, approved suppliers and internal mobile caretaker to ensure that void repairs and redecoration is completed on schedule, within agreed budget.

1.4   To generate repair orders, allocate jobs to approved suppliers achieving best value for money.

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1.4   To ensure any risk assessments required for the works are provided ahead of works commencing.

1.5   To inspect site and completed works to ensure quality standards.

1.4   To ensure that progress is recorded and services are updated, to ensure units can be re-let without delay upon completion of works.

1.4   To ensure that legally required void safety checks are completed and certificates provided.

2.0   Maintenance Support

2.1   To work collaboratively to support the wider Maintenance and Health and Safety Teams where needed by assisting progress with non void maintenance requests as requested by the Maintenance Co-ordinator.

2.2   Where supporting with non void maintenance to ensure communication with clients and / or services to facilitate adequate notice and access arrangements.

3.0   Information Management

3.1   In line with SHP's client contact recording policy and procedure to record all client contact appropriately and accurately on the SHP business systems.

3.2   To share information appropriately with colleagues and others involved with individual clients within the confines of the confidentiality policy and procedure and in accordance with data protection.

3.3   To ensure compliance with document controls in accordance with ISO.

4.0   Partnership Working

4.1   To ensure contract compliance in relation to existing agency management contracts.

4.2   To work in partnership with other SHP staff, our Registered Provider partners, and other stakeholder organisations to coordinate and share information to ensure the provision of an effective and joined-up service which meets the needs of our clients.

4.3   To take personal responsibility for a professional approach that enhances the reputation of the service both internally and externally and meets the organisational code of conduct.

5.0   General Data Protection Regulation

5.1   To comply with internal GDPR policies with regards to management of client data.

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6.0   Customer Services

6.1   To promote and encourage use of the complaints, and anti-social behaviour reporting procedures to ensure our clients voices are heard.

6.2   Liaise with clients, SHP staff, and Registered Providers and appointed contractors to ensure an effective responsive repair and maintenance service ensuring our properties are well presented and maintained.

6.3   To respond to enquiries, complaints, incidents, safeguarding, reports of anti social behaviour in a sensitive and a professional manner.

7.0   Health and Safety

7.1   Take responsibility for compliance with the organisational Health and Safety policy and procedure, to ensure personal safety and that of clients, colleagues, contractors and other visitors at all times.

7.2   To carry out Health and Safety checks and undertake annual fire and property risk assessments, report and follow up all required actions in a timely fashion.

7.3   To liaise with staff, Registered Providers, clients and contractors to ensure Landlord health and safety compliance requirements can be met, and to take appropriate action against clients breach their Tenancy requirements to provide reasonable access.

8.0   Safeguarding

8.1   Take responsibility for compliance with the organisations safeguarding policy and procedure, ensuring appropriate action, reporting and recording.

9.0   Client Participation

9.1   Liaising with staff to facilitate access to involvement and partnership working opportunities for clients, developing alternative ways in which to involve residents, particularly for those we have found it hard to engage with us.

10.0   Financial Management

10.0   To comply with SHP finance procedures, adhering to expenditure authorisation limits, and striving to achieve best value for money.

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Technical and Professional Know-How required for Effective Performance

1. Proven ability to manage and prioritise a busy workload, working to meet competing deadlines

2. Ability to be self motivating and able to work on own initiative

3. Proven ability to identify the root cause of a maintenance issue, creatively and effectively problem solve, and take appropriate action to achieve most resilient and cost effective solution

4. Excellent communication skills, to facilitate effective liaison with internal and external partners, negotiating and communicating clear, concise and effective specifications, prompt processing of any issues or concerns

5. Ability to understand the support needs of SHP's clients, mange their expectations and confidence to communicate effectively in delivering an effective maintenance service, including managing dissatisfaction

6. Experience of ensuring safe working practices for self and others, adherence and compliance to guidelines, policies and procedures

7. Ability to work flexibly as part of the team, to ensure effective service provision, and achievement of performance targets

8. An understanding of the financial impact of ineffective void or maintenance processes, and demonstrate an innovative approach to reduce waste, achieve best value for money, and reduce void loss

9. Proven strong administration skills, including ability to use computer systems to communicate progress, record and monitor repairs and measure performance

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Competencies Required For Effective Performance:

Competency	What this looks like in practice	Level
Analytical Thinking (The ability to give proper consideration to problems and to come up with good solutions.)	**Gathers the required information to solve problems** ▪ Steps back from the problem and thinks about what information is required. ▪ Collects the information required to solve the problem. ▪ Draws upon and learns from previous experiences of self and others. ▪ Organises the information in a logical way.	1
	Sifts and analyses information ▪ Processes information quickly and draws accurate conclusions. ▪ Breaks down problems into their parts, identifies cause and effect. ▪ Makes accurate deductions. ▪ Evaluates whether arguments or cases are complete or sound. ▪ Challenges incorrect information or discrepancies. ▪ Reflects on what they've done and learns from it.	2
	Solves complex and strategic problems ▪ Sees beyond the immediate issue. ▪ Considers the wider and strategic implications. ▪ Takes into account wider political, social and economic factors. ▪ Is able to articulate abstract and complex problems ▪ Carries out analysis of complex information in order to identify the main issues. ▪ Considers the whole process or situation from different angles. ▪ Proposes new or original solutions.	3
Commitment and Drive (The ability to take the initiative and achieve targets and results)	**Is conscientious and professional** ▪ Meet targets and deadlines. ▪ Do what they say they are going to do. ▪ Prepares properly for meetings and events. ▪ Complies with defined policies and procedures. ▪ Understands the need to evidence what we do. ▪ Completes paperwork and reports in line with standards.	1
	Is proactive and solution focused ▪ Is enthusiastic and positive in what they do. ▪ Do things before they need to be told. ▪ Find solutions for themselves. ▪ Knows when to make decisions and when to seek support from others. ▪ Is flexible and adapts response according to the situation while working within. SHP policies and	2

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	procedures.	
	Goes the extra mile ▪ Willingly take on extra tasks and/ or responsibilities outside of their current role. ▪ Look for and enjoy new challenges and opportunities. ▪ Achieve results through their own motivation and drive. ▪ Starts and carries through new projects. ▪ Consistently achieve high standards for themselves (and others).	3
Efficiency and Effectiveness (The ability to plan and organise work so that deadlines, targets and standards are met)	**Organises own work** ▪ Thinks ahead about what needs to be done. ▪ Sets clear priorities for work. ▪ Shows good attention to detail; checks work for accuracy. ▪ Keeps files and other paperwork up to date. ▪ Knows where to find things. ▪ Meets targets and deadlines.	1
	Consistently delivers work on time and to standards ▪ Produces work quickly. ▪ Meets quality standards. ▪ Plans work and projects, sets clear milestones. ▪ Monitors progress and takes action where performance deviates from plan. ▪ Juggles several tasks and projects at any one time without letting any drop.	2
Teamworking (The ability to work cooperatively and supportively with their own team and other teams across SHP)	**Supports and considers others** ▪ Does their fair share. ▪ Is flexible and is prepared to help with things which are outside their own role. ▪ Sees when others are struggling and offers help. ▪ Owns their decisions and does not pass the buck. ▪ Actively contributes to team meetings. ▪ Shares knowledge and ideas with colleagues. ▪ Actively supports other teams across SHP. ▪ Promotes SHP as an organisation inside and outside the organisation.	1
	Builds team spirit ▪ Acts to promote cooperation in the team. ▪ Emphasises the strengths of the team and builds on them. ▪ Offers support and coaching when required. ▪ Proactively identifies and manages conflict within the team. ▪ Takes collective responsibility for team actions and decisions. ▪ Represents the team positively to others in SHP.	2

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	Promotes teamwork across SHP ▪ Actively encourages teams across SHP to share best practice and new ideas. ▪ Ensures that each team understands how they contribute to the organisation as a whole. ▪ Finds out what other departments are doing to see if they can learn from them or to share ideas. ▪ Ensures that each service/area promotes SHP as a whole externally and internally.	**3**
Effective communication (The ability to communicate with others in a cooperative and sensitive way.)	**Communicates clearly** ▪ Can talk to different types of people effectively. ▪ Checks that they have been understood. ▪ Speaks to people in a respectful and courteous manner. ▪ Respects and takes into account cultural differences. ▪ Uses appropriate body language. ▪ Writes clearly and concisely. ▪ Uses appropriate methods of communication.	**1**
	Shows warmth and consideration to others ▪ Is open and honest. ▪ Makes ever effort to put people at their ease. ▪ Is a good listener; gives people time. ▪ Takes time to tune into what others are really thinking and feeling. ▪ Is very aware of their own emotions and feelings and how these impact on others.	**2**
	Influences people inside and outside the organisation ▪ Speaks with enthusiasm and conviction. ▪ Networks effectively inside and outside of SHP. ▪ Adapts their style and approach to the needs of the audience. ▪ Presents information so that others understand and are engaged. ▪ Sells the benefits of their proposals to others. ▪ Finds win- win results for both parties in a negotiation.	**3**
Resilience (The ability to deal with situations with clients and colleagues with confidence.)	**Is self aware** ▪ Takes time to reflect on actions and behaviours and learn from them. ▪ Admits when they make mistakes and learns from them. ▪ Has the confidence to review what works and does not work. ▪ Is aware of their own strengths and areas for development. ▪ Takes responsibility for their own learning.	**1**

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	Is assertive and self confident ▪ Presents self in a confident manner. ▪ Raises issues in a constructive way. ▪ Able to make clear decisions and act on them. ▪ Remains calm and self controlled in challenging situations. ▪ Acts decisively and appropriately in a crisis.	2
Putting the Customer First (The willingness and ability to deliver the best possible **person centred** service to our customers - customers may be service users, RSLs, statutory bodies, colleagues in other departments etc.)	**Builds effective relationships with customers** ▪ Makes themselves available for the customer. ▪ Treats people with respect and courtesy ▪ Explores with customers their specific needs ▪ Is very clear with boundaries – the customers and their own. ▪ Recognises that SHP exists to provide a service to our customers.	1
	Finds positive solutions to meet customer needs ▪ Actively seeks and offers alternative ways of meeting customers needs ▪ Is responsive to customer problems, and works with them to resolve problems promptly. ▪ Foresees problems rather than waiting for them to happen ▪ Asks for feedback from customers about the service provided, and acts on it. ▪ Establishes effective working relationships with other agencies to meet customer needs. ▪ Knows when to refer on to other agencies.	2
	Takes actions to improve customer service ▪ Asks for others' ideas about how service can be improved. ▪ Looks for ways to make procedures and systems more customer-friendly. ▪ Involves customers in continuously improving the service. ▪ Collaborates with other agencies and organisations to promote joint working. ▪ Ensures that customer feedback affects real change across SHP.	3
Embracing Change and Innovation (The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas.)	**Responds positively to change** ▪ Sees the positive aspects of change. ▪ Is flexible and adapts easily to new requirements. ▪ Is willing to learn and to take on new skills. ▪ Offers constructive alternatives if they disagree with a change.	1
	Generates new ideas ▪ Challenges the way that things are done now and proposes a better way. ▪ Comes up with creative solutions and ideas. ▪ Seeks new ways of working in partnerships.	2

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	▪ Asks for others ideas on how changes and new ideas can be implemented. ▪ Looks for new opportunities for promoting SHP.	
	Is entrepreneurial ▪ Finds innovative solutions for improving the service. ▪ Look for many different ways of creating new business. ▪ Seizes opportunities to respond creatively to strategic external agendas.	**3**

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