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**JOB OUTLINE**

**JOB TITLE :** **MAINTENANCE ASSISTANT**

**SALARY :** **£20,235.00 - £27,147.00 per annum**

***Total leave 34 days rising to 39 days after 5 years***

***36 hour week***

***Hybrid Working***

***Defined Contribution Pension Scheme***

***Optional Benefits***

***Private Health Care***

***Gym Membership [subsidised]***

## MAIN OBJECTIVES of the POST

* 1. External and internal customer service is paramount. The postholder is responsible for ensuring high quality support is provided to all internal and external customers and stakeholders.
  2. To provide a full and comprehensive administrative support to the Asset Management team, including: Reactive Repairs, Capital Projects, and Development.
  3. Promote on a daily basis the Association’s repairs policies, ensure that Associations policies and procedures are complied with, along with all relevant Codes of Conduct, regulations, and legislative requirements.

### ACCOUNTABILITY

2.1 To Almond Housing Association’s Repairs Manager on a day-to-day basis. Accountable to the Board of Management through the Director of Asset Management and Chief Executive.

### PRINCIPAL DUTIES

**3.1 Customer Services**

3.1.1 Provide first class customer service at all times to ensure that Almond Housing Association meets and endeavours to exceed customer expectations.

3.1.2 Proactively manage relationships internally and externally.

3.1.3 Constantly portray a professional image to colleagues and customers in person and in all communications.

3.1.4 Promote and foster a strong, ethical, friendly and efficient team culture and working environment.

3.1.5 Respond to customers enquiries in a timely and professional manner, in accordance with Almond’s policies and procedures, focussing on the provision of excellent customer service at all times.

3.1.6 Constantly maintain a high level of confidentiality and discretion with all information relating to the business, Heads, information that you learn and / or obtain, colleagues and business activities in general

3.1.7 Understand the functions, remits and responsibilities of each department and how these support the objectives of the business.

**3.2 Administrative Support**

3.2.1 Respond to customers enquiries in a timely and professional manner, in accordance with Almond’s policies and procedures focussing on the provision of excellent customer service at all times.

3.2.2 Update and accurately record information relating to the Asset Management service on property management database (Aareon QL), processing data from the computerised system, using word processing and spreadsheet packages as required.

3.2.3 Recording, ordering and processing repair reports and works orders, invoices, investigating delays, repair histories and the progress of repairs in an efficient and effective manner.

3.2.4 Undertake effective contract management of both reactive repair, and gas contracts

3.2.5 Continual monitoring of Contractor performance through producing regular performance reports, monitoring of data, and attending Contractor review meetings.

3.2.6 Dealing with tenants’ complaints in line with the Associations procedures, within prescribed timescales, ensuring that any issues identified are monitored and communicated through to resolution.

3.2.7 Provide general administrative support to the Asset Management team.

3.2.8 Process documents in accordance with policies and procedures.

### AREAS OF RESPONSIBILITY

4.1 Comply with Almond’s Health & Safety Policy, reporting matters of concern to your line manager / staff Health & Safety Officer.

4.2 Comply with Almond’s Code of Conduct.

4.3 Actively promote Almond’s Equality & Diversity Policy and practice in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and agencies.

4.4 Contribute constructively to team meetings and the achievement of team objectives.

4.5 Ensure the Asset Management service is delivered confidently, supportively and in a consistent manner.

4.6 Ensure that all customer contacts are prioritised and concluded satisfactorily.

4.7 To provide cover for the other Maintenance Assistant as required

4.8 Such other relevant duties as may be determined from time to time.

### RELATIONSHIPS

5.1 Fellow team members

Other departments

Tenants

Contractors

Local Authorities

January 2022