

## JOB DESCRIPTION

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| <b>Title of Job:</b>          | Senior Maintenance Officer                  |
| <b>Location:</b>              | Hybrid working with Invergordon office base |
| <b>Number of Jobholders:</b>  | 1   |
| <b>Title of Line Manager:</b> | Repairs and Maintenance Manager             |
| <b>Responsible for:</b>       | 4 Technical Officers and 1 Assistant        |

### Purpose and Scope

To support the Repairs and Maintenance Manager in the management of complex repairs, voids and planned works undertaken by technical officers across Albyn's housing portfolio to ensure the Society's aims, objectives, performance standards and customer needs are met or exceeded in accordance with all relevant legislation, policies, procedures, and best practice guidance, and within available budget parameters.

### Job Outline: Responsibilities and Tasks

#### MAJOR TASKS

- To support the Repairs and Maintenance Manager in the delivery and management of Albyn's complex repairs, voids, and planned works.
- Responsible for the oversight of complex repairs, voids and planned works undertaken by technical officers, using your technical experience you will provide support and guidance and lead by example in the delivery of all work.
- To be a key contributor on the procurement of works via public contracts Scotland.
- To champion quality and continuous improvement across internal policies, procedures, processes, and systems, providing guidance on best practise to teams and colleagues.
- To provide the Repairs and Maintenance Manager with monthly financial and performance reports, including KPI's in relation to repairs, voids, and planned works.
- To increase customer satisfaction and improve methods of capturing customer satisfaction information. Work with Albyn tenant performance panels and attend pop up and community surgeries as required.
- Effectively investigate and manage customer complaints or disputes that may arise due to service failures and ensuring that any problems encountered are resolved swiftly.
- Work with Senior Repairs and Compliance officer to ensure collaboration and cover.

## Job Outline: Responsibilities and Tasks

### MAIN ACTIVITIES

- **To support the Repairs and Maintenance Manager in the delivery and management of Albyn's complex repairs, voids, and planned works.**
  - Lead on and report progress on all voids works, attending and chairing the weekly void meeting.
  - Ensure complex repairs and diagnosed correctly, works are completed to a high standard within set timescales.
  - Continuously improve team performance in line with targets set.
  - Support the Repairs and Maintenance Manager on the creation, delivery, and administration of all programmes of work in relation to Albyn's property portfolio.
  - To support the Repairs and Maintenance Manager with the contract management of all consultants and contractors required to deliver programmes of work and to act accordingly to remedy and areas of non-performance.
  - Provide reports on any new build defects identified post occupation for the Development Team.
  - With the Repairs and Maintenance Manger ensure the delivery of planned programmes of work within budget and set timescales, provide a quarterly report on all contracts detailing key terms and full and remaining financial obligations.
  - To lead on liaison and collaborate appropriately with internal colleagues, including Customer Services, Development and Highland Residential on the management of repairs, voids and planned works.
  
- **You will be responsible for the oversight of complex repairs, voids and planned works undertaken by technical officers, using your technical experience you will provide support and guidance and lead by example in the delivery of all work.**
  - Ensure the technical team adopt and have appropriate training on policy, procedures, processes, and ICT required to successfully deliver repairs, voids, and planned works.
  - To lead on the maintenance of up-to-date and accurate records of Albyn's technical interaction with customers.
  - Monitor the performance of the technical team and complete a quarterly analysis of performance across all work streams.
  - Ensure that all technical officers have regular 1-2-1's and performance reviews.
  - Working with the Repairs and Maintenance Manager complete technical guidance documents
  - Attend regular joint visits with the technical officers to provide guidance and advice.
  - Ensure all inspection activities are managed and timescales met.
  - Lead on Damp and Mould

- **To be a key contributor on procurement of works via public contracts Scotland.**
  - To ensure that all procurement is compliant with policy and procedures.
  - Ensure that there is a clear audit trail in relation to procurement activities.
  - Provide exception reports on out of sequence planned works to Repairs and Maintenance Manager.
  - Work with the Repairs and Maintenance Manager to ensure contracts are current, represent good quality, value for money whilst providing meaningful community benefits for our customers.
  - Ensure contract obligations are adhered to and performance is measured and reported on.
  
- **To champion quality and continuous improvement across internal policies, procedures, processes, and systems, providing guidance on best practise to teams and colleagues.**
  - Work closely with the Repairs and Maintenance Manager to ensure that all Albyn's policies and procedures for compliance are regularly reviewed to capture any changes in regulations or legislation.
  - To contribute to ARC reporting in relation to SHQS and EESSH
  - To support the Repairs and Maintenance Manager and Head of Service on any internal and external audits and ensure that a credible audit trail of all activity is in place.
  
- **To provide the Repairs and Maintenance Manager with monthly financial and performance reports, including monthly KPI's in relation to repairs, voids, and planned works**
  - Using Civica CX (in house CRM and Asset System) compile monthly KPI's, report on actual v target and report on any variances
  - Provide quarterly financial forecasts forecast v actual on all planned works and report on any variances.
  - Ensure all technical team members are clear on their responsibilities in relation to the delivery of works and the impact on performance indicators.
  
- **To increase customer satisfaction and improve methods of capturing customer satisfaction information. Work with Albyn tenant performance panels and attend pop up and community surgeries as required.**
  - Lead by example by demonstrating excellent customer service across the team.
  - Ensure that all methods of gathering customer satisfaction are maximised and any areas for improvement have an action plan in place.
  - Actively promote our customers
  - Ensure our contractors customer service is measurable and meets our standards.
  - Actively involve customers in service delivery improvements

- Attend customer involvement groups and promote the repairs and maintenance team.
- **Effectively investigate and manage customer complaints or disputes that may arise due to service failures and ensuring that any problems encountered are resolved swiftly.**
  - Treat all complaints as a possible learning outcome and service improvement opportunity.
  - Fully investigate all complaints ensuring that you meet the timescales set out in the Scottish Public Services Ombudsman
  - Captures lessons learned and ensure implementation and report upwards any trends.
  - Respond to all complaints demonstrating that you have listened and respect our customers right to express dissatisfaction with a service provided.
- **Work with Senior Repairs and Compliance Officer (SRCO) to ensure collaboration and cover.**
  - Work with the SRCO to ensure pre and post inspections of repairs and compliance checks for voids are completed in a timely manner by the Technical Officers.
  - To contribute to compliance with all statutory and industry regulations in relation to assets and components in particular SHQS
  - Working with the SRCO to ensure a Senior Officer is available during period of leave etc.
  - Provide on call services on a set rotation for out of hours cover.
- **Health & Safety**
  - Comply with safe working practices as defined by Albyn Group
  - Complete online training as and when required.
  - Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
- **General**
  - Be aware of and adhere to Albyn Group policies at all times.
  - Take part in progress/performance reviews throughout the year.
  - Cooperate with other Albyn Group departments.
  - Attend training courses and complete online training modules as required to meet the requirements of the post.
  - Take responsibility for own personal development, seeking out opportunities to learn new skills.
  - Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role.

- **Other**

- Apply the Albyn Group values and behaviours to every aspect of the role at all times.
- Promote and maintain the standards of Albyn Group

## PERSON SPECIFICATION

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| <b>Essential:<br/>Education &amp;<br/>Training</b> | <ul style="list-style-type: none"> <li>• Level 2 Asset Management and Building Compliance</li> <li>• CIH L3 in housing maintenance and asset management (or equivalent professional qualification or demonstrable relevant experience)</li> <li>• IOSH</li> <li>• Demonstrate effective reflection on practice and willingness to undertake continuous learning and professional development.</li> </ul>  |
| <b>Essential:<br/>Skills</b>                       | <ul style="list-style-type: none"> <li>• Ability to define and provide property repairs, maintenance programmes to meet corporate and regulatory requirements.</li> <li>• Ability to ensure team targets are met and motivate colleagues in achieving them.</li> <li>• Excellent organisational skills.</li> <li>• Excellent written communication and report writing skills.</li> <li>• Ability to prioritise and manage a diverse workload.</li> <li>• Ability to work within and multi-disciplined professional teams.</li> <li>• Ability to oversee budgets and reporting.</li> <li>• Good ICT skills (Microsoft 365, Project, PowerPoint, Word, Excel, and online and cloud-based applications)</li> <li>• Innovative and pragmatic problem solver with negotiation skills.</li> </ul> |
| <b>Essential:<br/>Experience</b>                   | <ul style="list-style-type: none"> <li>• Supervisory experience in a repairs and maintenance role</li> <li>• Experienced in delivering excellent customer service.</li> <li>• Financial forecasting</li> </ul>  |
| <b>Essential:<br/>Knowledge</b>                    | <ul style="list-style-type: none"> <li>• Knowledge of repairs and maintenance requirements of large and expanding dispersed housing portfolio.</li> </ul>   |
| <b>Essential:<br/>Other Qualities</b>              | <ul style="list-style-type: none"> <li>• Commitment to improving service provision and improving levels of tenant satisfaction.</li> <li>• Exemplar of Albyn Behaviours and values.</li> <li>• Values good governance</li> <li>• Capable of motivating others</li> <li>• Professional, calm, and confident manner.</li> <li>• Comfortable in working in and leading multi-disciplined teams.</li> </ul>   |

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|                  | <ul style="list-style-type: none"> <li>• Own transport, ability to travel to customer's homes to complete site surveys and monitoring of works this may include travel outside the Highlands.</li> <li>• Flexible with regard to working hours and able to attend meetings out with working hours.</li> </ul>  |
| <b>Desirable</b> | <ul style="list-style-type: none"> <li>• Supplemental housing qualification</li> <li>• Experience in the Social Housing Sector.</li> <li>• Understanding of Social Housing Regulatory Standards including Scottish Social Housing Charter.</li> <li>• Construction Qualification</li> <li>• Ability to manage and perform through change programmes.</li> <li>• Knowledge of stock condition data bases</li> <li>• Interest in housing issues and how it impacts tenants.</li> <li>• A flexible approach to working to best meet the needs of the business and customers.</li> </ul> |