

## Accountability Profile:

<b>Job title:</b>	<b><u>Repairs Specialist</u></b>
<b>Employer:</b>	<b><u>Steve Biko Housing Association</u></b>
<b>Location:</b>	<b><u>Liverpool</u></b>
<b>Contract:</b>	<b><u>Permanent</u></b>
<b>Salary:</b>	<b><u>£31,626 - 33,463 pro rata</u></b>
<b>Hours of work:</b>	<b><u>Flexible – 28 hours</u></b>
<b>Department:</b>	<b><u>Housing Management</u></b>
<b>Reporting to:</b>	<b><u>Housing &amp; Neighbourhood Services Manager</u></b>

**NB. The information outlined below is the purpose of the post, i.e. why it exists, and the key accountabilities of the post holder, i.e. the outcomes required of the post. This is not a list of tasks or duties, as post holders are required to perform any reasonable task within their competence to deliver the stated outcomes**

<b>Job purpose</b>
<ul style="list-style-type: none"><li>• To effectively manage the maintenance service contract with our external repairs contractor</li><li>• To ensure that works are completed, inspected and invoiced to achieve quality and value-for-money for the Association</li><li>• To ensure our repairs service is delivered to our tenants, our properties are well maintained and to contribute to effective neighbourhood management in a diverse community.</li><li>• To ensure that the Association meets the needs of its tenants, clients and communities in line with its business plan objectives and underlying mission, vision and values.</li><li>• Liaise with internal and external stakeholders in all aspects of the repairs or voids service, resolving issues and managing complaints to a satisfactory conclusion</li><li>• To ensure SBHA meets all of its regulatory and legal compliance obligations.</li></ul>

## **Key Accountabilities**

### **Customer Service**

- Respect tenants and their homes and be aware of the social and cultural needs of our diverse customer base
- Inspect empty properties and ensure work is carried out to bring them up to the SBHA agreed standard
- Undertake home visits to deal with tenant enquiries relating to repairs to their home.
- Champion our customer service by listening to tenants views, and making recommendations for how SBHA can respond to maintain a positive relationship with customers
- Attend resident meetings or panels to represent the Association in respect of our repairs and maintenance service
- Deal directly with tenants who experience problems with contractor performance, take personal responsibility for ensuring satisfactory resolution to complaints
- Provide advice and assistance to tenants to help maintain their homes, such as advice on condensation, fuel poverty etc.
- Be aware of SBHA's safeguarding obligations and work with the organisation to identify safeguarding concerns
- Deal with any disrepair claims ensuring that the association meets its obligations to tenants.

### **Contract Management**

- Ensure that SBHA obligations under contract are discharged effectively
- Monitor spend against budgets, report any important differences and take action to keep spend within budget
- Provide reports and updates on the budget position as required
- Ensure colleagues, contractors and tenants comply with health and safety and other statutory guidelines.
- Issue orders for works, including cancelling and varying orders to the contractor
- Award extensions of time in respect to orders in progress
- Carry out property defect and repair inspections and appropriate diagnosis
- Carry out planned and cyclical surveys and issue works in accordance with our annual programme
- Validate and approve payment applications including issues of notified sums and payless notices
- Maintain asbestos and gas register and electrical safety certificates
- Monitor contractor performance against key performance indicators and report to and attend operational and Board Meetings.
- Advise management team on any health and safety and other regulatory changes that SBHA need to be aware of in order to remain compliant

## Person specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	Educated to HNC/D building related studies	Degree in a related field
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Knowledge and awareness of related housing regulations / law</li> <li>• 3 years experience in maintenance contract/contractor management</li> <li>• Experience in delivering face to face customer service</li> <li>• IT skills – Microsoft office to intermediate level</li> <li>• Managing annual budgets and reporting on budget performance</li> </ul>	Experience of working in a multi-cultural community
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Detailed knowledge of repairs and maintenance, particularly in a social housing setting</li> </ul>	<p>To understand the communities that you serve and the particular issues that they face.</p> <p>The policy regulatory and legislative framework within which RPs operate</p>
<b>Competencies</b>	<ul style="list-style-type: none"> <li>• To be able to communicate effectively both orally and in writing and to have the ability to adapt the communication to the appropriate audience.</li> <li>• The ability to listen and understand the needs and requirements of all our partners and tenants.</li> <li>• To be able to resolve problems in collaboration with our clients, contractors and customers</li> </ul>	

	<ul style="list-style-type: none"> <li>To be able to demonstrate strong commercial awareness and continuously strive for cost-effectiveness and value</li> </ul>	
<b>Attitude</b>	<ul style="list-style-type: none"> <li>To be committed to and behave in accordance with the Associations vision - "Homes and communities without racism".</li> <li>Ability to work without direct supervision</li> </ul>	

### Terms and Conditions

- All staff our paid monthly 20 of each month
- 25 days annual leave per year rising to 30 days after 5 years service
- Social Housing Pension Scheme – Defined contribution 12% employer 6% employee

<b>Closing date for applications:</b>	<b>31<sup>st</sup> May 2019 at 12 noon.</b>
<b>Contact:</b>	<b>admin@stevebikoha.org</b>