

JOB DESCRIPTION

Title of Job:	Technical Officer
Location:	Invergordon
Number of Jobholders:	5
Title of Line Manager:	Senior Maintenance Officer
Responsible for:	n/a

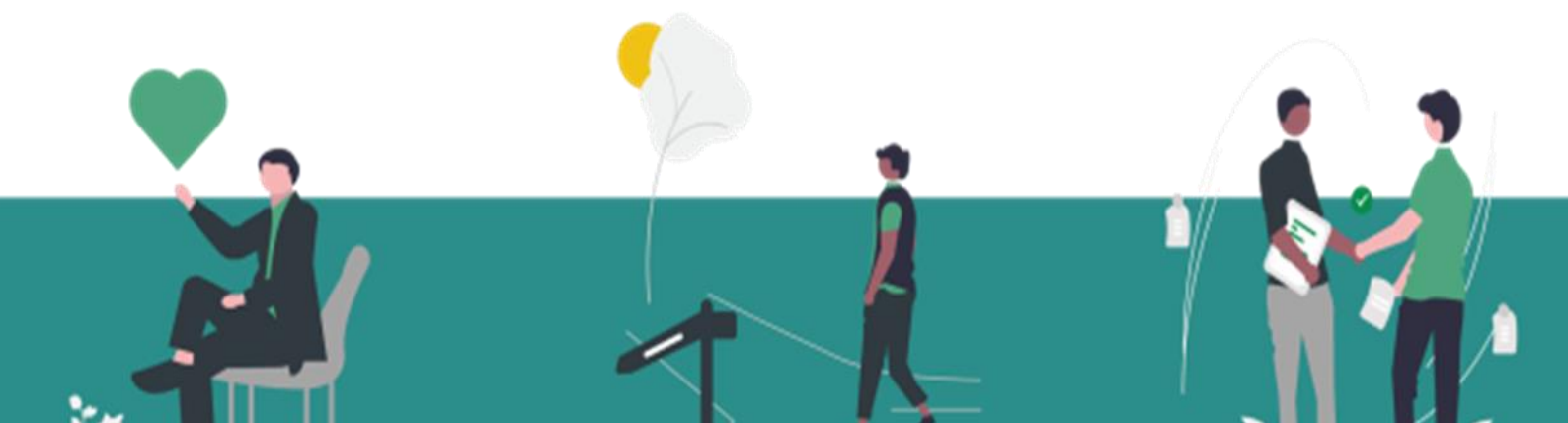
Purpose and Scope

To contribute to the successful delivery of the repairs and void service across Albyn Housing Society Stock ensuring tenants receive a high-quality service and works are delivered in compliance with health and safety, EESSH, SHQS and other regulatory standards.

Job Outline: Responsibilities and Tasks

MAJOR TASKS

- Contribute to the successful delivery of the repairs and Void service across Albyn's homes, buildings, and property holdings in a Geographical area.
- Ensure Compliance with Health and Safety Requirements and other regulatory requirements including EESSH/SHQS.
- Management of contractors to ensure service delivery within set Standards.
- Contribute to the delivery of planned and cyclical programmes of work as required.
- Undertake Stock Condition Surveys of Void Properties
- Ensure that all tenant interaction is recorded on the CRM system Civica CX and Asset Management System (Asprey).



Job Outline: Responsibilities and Tasks

MAIN ACTIVITIES

- **Contribute to the successful delivery of the repairs and Void service across Albyn's homes, buildings, and property holdings in a Geographical area.**
 - To undertake inspections of properties at the request of the Senior Maintenance Officer, providing and recording inspection reports and consequent opinions and advice.
 - To undertake inspections of properties where there is deemed to be a potential issue that requires to be addressed, providing and recording inspection reports and consequent opinions and advice and support in procuring and delivering works.
 - To ensure Minor and Major Void works are completed within set timescales, works are of a good quality demonstrate value for money.
 - Attend weekly void meeting and work with the Tenancy Operations team to reduce void times.
- **Ensure Compliance with Health and Safety Requirements and other regulatory requirements including EESSH/SHQS.**
 - Ensure all compliance checks are completed prior to void handover.
 - Ensure that contractors have suitable Risk assessments and Method Statements in place and are compliant with Health and Safety.
 - Ensure properties that do not meet EESSH are passed to Lead on SHQS/EESSH and agree an improvement plan.
 - To be informed and contribute opinions and advice on matters relating to sustainability in relation to Albyn's properties.
 - To work with tenants who report Damp and Mould Issues. Provide support and guidance, order repairs and monitor progress thus ensuring high levels of satisfaction.
 - Undertake regular Health and Safety Inspections on site.
- **Management of contractors to ensure service delivery within set Standards.**
 - Ensure that contractors documentation is fully up to date at all times
 - Undertake a % of repairs inspections and increase as required if there are performance issues.
 - Escalate any performance issues to the Senior Maintenance Officer.

- Attend monthly contract meetings with contractors and monitor progress against KPI's.
- Support the Repairs and Voids officer by ensuring contractors provide timely and accurate updates on the progress of works.
- **Contribute to the delivery of planned and cyclical programmes of work as required.**
 - Ensure that the planned and cyclical programmes of work are delivered to the expected standard as set out in drawings and specifications and that works are completed to agreed budgets and timescales.
 - Pre and post inspect planned and cyclical works and attend contract meetings as required.
- **Undertake Stock Condition Surveys of Void Properties.**
 - Complete a full or partial Stock Condition Survey on all void properties.
 - Check all component replacement data reflects the condition and year due for replacement on the planned programme.
 - To contribute to the creation and maintenance of accurate, coordinated and up-to-date asset records.
- **Ensure that all tenant interaction is recorded on the CRM system Civica CX and Asset Management System (Asprey).**
 - Reports and inspections are to be completed electronically using templates held on the handheld devices.
 - Log all interaction with customer using CX in order to provide consistent and good quality information to tenants and colleagues.
 - Contribute to the on-going development of IT systems that are provided by the Society.
 - To be responsible for day to day administration tasks and duties including letter writing, updating systems, filing, report writing and preparation of specifications and tenders as required.
- **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

Essential: Education & Training	<ul style="list-style-type: none"> • Educated and experienced in a building related discipline. • Trade qualification or construction related qualification
Essential: Skills	<ul style="list-style-type: none"> • Excellent organisational skills • Excellent written communication and report writing skills. • Good ICT skills (Microsoft 365, Project, PowerPoint, Word, Excel and online and cloud-based applications) • Ability to prioritise and manage a diverse workload. • Ability to work within and multi-disciplined professional teams. • Ability to create and manage budgets and reporting. • Ability to understand bills of quantities, building contracts, technical drawings and specifications
Essential: Experience	<ul style="list-style-type: none"> • Surveys and diagnosis of building related defects • Experience of contributing to building, maintenance and repairs programmes • Minimum of 3 years' experience in a construction related post • Experience of delivering a customer focused service
Essential: Knowledge	<ul style="list-style-type: none"> • Knowledge of building technology • A good understanding of Health & Safety legislation
Essential: Other Qualities	<ul style="list-style-type: none"> • Value good governance • Acute awareness of importance of disciplined record keeping • Professional, calm and confident manner • Comfortable in working in and leading multi-disciplined teams • Innovative and pragmatic problem solver with negotiation skills

	<ul style="list-style-type: none"> • Strong commitment to ESG • Ability to travel within the Highlands and occasionally outside the Highlands • Flexible with regard to working hours • Full driving licence
Desirable	<ul style="list-style-type: none"> • HNC or HND education • Professional membership of building related industry body • Supplemental housing qualification • Experience within the housing sector • Repairs and voids experience • A good understanding of the regulatory framework for Social Housing in Scotland • Knowledge of current building regulations and planning requirements • Knowledge of CDM/Health and Safety regulations • Knowledge of legislation affecting registered social landlords, including SHQS and EESSH • Capable of motivating others • Interest in housing issues