

# A Day in the Life of a Senior Maintenance Officer

As the Senior Maintenance Officer, you're at the heart of delivering quality repairs, complex fixes, and managing void properties across Albyn's housing portfolio. You'll work closely with the Repairs and Maintenance Manager and lead a dedicated team of Technical Officers, ensuring that repairs and maintenance tasks are carried out smoothly and efficiently. Your role is key in meeting the Society's goals, customer needs, and maintaining compliance with all relevant legislation, policies, and best practices—all while keeping an eye on budget parameters.

Leading the repair and void team, you'll be responsible for compiling and presenting monthly financial and performance reports, including key performance indicators (KPIs). Every day presents a new opportunity to make an impact and ensure that Albyn's housing operations are consistently achieving the high standards expected.

16:15	09:00 – 10:45	11:00
Prepare for Tomorrow's Property Visit	Technical Inspection: Stage 3 Damp and Mould Inspection at the Tenant's Home	Void Meeting – A Key Collaboration
<p>The day before a property visit, you'll prepare by reviewing data on our Civica CX system, ensuring you have everything you need for a productive inspection. You'll:</p> <ul style="list-style-type: none"><li>• Review the repair history and check the outcomes of previous inspections.</li><li>• Confirm the appointment with the customer and address any additional queries they may have.</li><li>• Ensure you have all necessary surveying equipment, including the Infra-Red Camera and Boroscope.</li><li>• Prepare any monitoring equipment needed for the customer's property.</li></ul>	<p>You'll visit a tenant's home to perform a Stage 3 Damp and Mould inspection. During this inspection, you'll:</p> <ul style="list-style-type: none"><li>• Discuss past and current issues with the tenant and complete a full survey of the property.</li><li>• Use your technical expertise and specialized equipment to identify building issues and immediately arrange repair works.</li><li>• Provide guidance on the next steps and offer professional advice to the tenant.</li><li>• Upon returning to the office, you'll ensure all works are arranged, track follow-up actions, and update Civica CX accordingly.</li></ul>	<p>Weekly, you'll attend a meeting with the Tenancy Operations team to review existing and upcoming void properties. Before the meeting, you'll gather updates from the Voids Officers. In the meeting, you'll collaborate with colleagues, including the Property Services Assistant, to:</p> <ul style="list-style-type: none"><li>• Ensure that all properties meet the Void Standard, maintaining top quality.</li><li>• Agree on proposed and actual handover dates with housing colleagues.</li><li>• Ensure compliance tasks are scheduled and completed on time.</li><li>• Review future void demand to plan effectively.</li><li>• Ensure void properties offer good value for the Society.</li><li>• Minimise void turnaround times and reduce rent loss by streamlining processes.</li></ul> <p>This meeting is vital for aligning priorities, driving efficiency, and ensuring a smooth void management process that benefits both the team and Albyn as a whole.</p>

15:00	16:00
Performance Reporting – Presentation to the Extended Leadership Team (ELT)	Being a Leader: 1-2-1 with Technical Officer (Voids)
<p>It's time to shine! As part of your role, you'll present a quarterly performance update to the Extended Leadership Team, highlighting your team's hard work and successes. In your presentation, you'll:</p> <ul style="list-style-type: none"> <li>• Use tools like the Civica CX reporting suite, repair data, and KPIs to deliver clear, insightful performance analysis.</li> <li>• Address trends, reporting changes, and any challenges, while proposing action plans for future improvement.</li> <li>• Collaborate with Senior Officers from across the business to develop a broader understanding of sector-wide issues and Albyn's overall performance.</li> <li>• Drive positive change, reflect on achievements, and plan for continued success.</li> </ul>	<p>Your leadership doesn't just focus on operations—it's also about supporting and developing your team. During your 1-2-1 meetings with Technical Officers, you'll:</p> <ul style="list-style-type: none"> <li>• Review and update Personal Development Plans (PDPs) for each staff member.</li> <li>• Provide guidance and feedback, helping each individual grow both professionally and personally.</li> <li>• Foster open communication and create a supportive environment, ensuring your team is motivated and aligned with Albyn's core values: <ul style="list-style-type: none"> <li>○ <b>Be Caring</b></li> <li>○ <b>Be Adaptable</b></li> <li>○ <b>Be Professional</b></li> </ul> </li> </ul> <p>These regular check-ins not only focus on performance but also on helping your team members reach their full potential, contributing to a positive work environment and a culture of continuous improvement.</p>

### Why This Role Is for You

As a Senior Maintenance Officer, you'll have the opportunity to make a real impact on both the team and the Society. You will work with closely with the Repairs and Maintenance Manager and the Asset and Compliance Manager as well as colleagues across Albyn.

From managing complex repairs and void properties to leading a motivated team, no two days are the same. This role gives you the chance to apply your technical expertise while developing a thriving work culture, all in support of Albyn's mission to provide high-quality housing. Join us in delivering outstanding service and building a brighter future for our customers and the wider community.