

# **Bangla Housing Association**

## **JOB DESCRIPTION**

|                             |                                       |
|-----------------------------|---------------------------------------|
| <b>POST</b>                 | <b>Maintenance Assistant</b>          |
| <b>Responsible for:</b>     | <b>None</b>                           |
| <b>Responsible To</b>       | <b>Tenancy Services Manager</b>       |
| <b>Duty:</b>                | <b>28 hours per week (4 days p/w)</b> |
| <b>Salary:</b>              | <b>£15,652 per annum</b>              |
| <b>Contract:</b>            | <b>Initially for 6 months</b>         |
| <b>Probationary period:</b> | <b>Two weeks</b>                      |

### **1.0 PURPOSE**

- 1.1 To assist in providing high quality repairs, maintenance and estate services to tenants and residents ensuring adherence to the Association's policies and procedures.
- 1.2 within the context of the agreed staffing plan to be responsible for assisting in the implementation and on-going operation of all aspects of Bangla's repairs service, Decent Homes Programme, planned cyclical maintenance programmes, and all other associated building works/service contracts.

### **2.0 Duties and Responsibilities**

- 2.1 To assist in monitoring the performance of all service providers contracted or employed to implement housing maintenance and repair functions.
- 2.2 Diagnose repair requests by questioning the caller, arrange appointments, issue and allocate work.
- 2.3 Process orders, liaise with contractors, provide reports and information to customers and colleagues. Assist in monitoring contractor performance closely.
- 2.4 Assist in identifying and advising customers of rechargeable repairs and to raise invoices etc. for such works.
- 2.5 Assist the Maintenance Officer to engage new maintenance, cleaning and gardening contractors, monitor and review contractors performance.
- 2.6 To maintain the contractors' files and records in line with procedures.
- 2.7 Check all repairs and cleaning / gardening contractors invoices for accuracy and satisfactory completion of jobs before payments are authorised.
- 2.8 Assist the Maintenance Officer to manage the Association's voids and seek continuous improvement on turnaround times.

- 2.9 To ensure that the requirements of the Health and Safety at Work Act 1974 etc. and of all other relevant legislation are complied with.
- 2.10 Assist the Maintenance Officer to report and advise the Tenancy Services Manager on issues relating to housing management, including disputes, court cases etc., ensuring efficient provision of service to tenants and residents.
- 2.11 Assist the Maintenance Officer to carry out fire risk assessments on all schemes with communal areas annually and keep records of all inspections and actions taken.
- 2.12 Assist the Maintenance Officer in keeping records of all gas safety inspections, CP12, for all properties and ensure these are carried out accordingly.
- 2.13 Assist the Maintenance Officer to carry out regular site inspections of all schemes with communal areas and ensure all communal facilities are maintained adequately e.g. lift, entryphone system and fire alarm etc.

### **3.0 Other duties and Responsibilities**

- 3.1 Provide cover and assistance to other team members during peak periods and absences to ensure the fulfillment of team objectives.
- 3.3 To provide information to tenants and residents on benefits, grants and debt counselling, conditions of the tenancy agreement or lease, and being readily available to advise on support services and local network facilities.
- 3.4 Ensure the implementation of the Association's equalities and diversity strategy within the team ensuring that all practices and procedures are applied in accordance with this policy and reflect best practice.
- 3.5 Advise and assist all new tenants on their responsibilities with regards to maintaining their home including tenants repairs responsibilities and saving energy at home
- 3.7 Participate in implementation of the associations policy corporate plan as a member of the housing team, ensuring internal control systems are complied with
- 3.8 Carrying out any other duties consistent with the above and as directed by the Tenancy Services Manager.

Nov 2019