

## GWHA: ROLE PROFILE

<b>ROLE</b>	Property Services Officer (Maintenance & Voids)	<b>GRADE</b>	6/7
<b>REPORT TO</b>	Repairs & Factoring Manager	<b>DATE COMPLETED</b>	April 2022

### CORE RESPONSIBILITIES

Commitment to enhanced customer service through the provision of quality advice, information and support to residents and the community. Responsible for the provision of comprehensive Repairs and Maintenance Services, including; Routine Repairs, Medical Adaptations, Void Repairs, Quality Control, Health & Safety. Supporting the Technical Director and Projects Team with Stock/Asset Management & Capital Investment Programmes.

Maintaining comprehensive and accurate records, reporting and administrative systems. Delivering high standards of performance. Engaging in effective, appropriate and professional conduct. Line management through the Repairs & Factoring Manager to the Services Director. Responsibility to the Services Director, with accountability through the Chief Executive to the Management Committee.

### KEY TASKS: Maintenance & Void Management

1. Lead role in the delivery of an effective, high quality response repairs service to achieve targets.
2. Issuing repairs instructions/specifications and ensuring contractor compliance.
3. Lead role in the delivery of void repairs, including liaising with utility companies regarding metered/unmetered supplies, to achieve desired quality (re-let standard) and efficient handover to Tenancy Services Team.
4. Lead role in achieving high quality medical adaptation installations.
5. Lead role in the delivery of quality control measures (inspections / invoice scrutiny), monitoring and reporting.
6. Representing GWHA at residents and other stakeholder meetings.
7. Managing insurance claims/liaison with loss adjusters/others and maximising recovery of insurance monies.
8. Participation in the provision of Stock/Asset Management Strategies & outcomes.
9. Assisting in the delivery of effective capital investment programmes, undertaking duties directed in supervision and management of these programmes.
10. Assisting with duties within defects period of new build projects.
11. Assisting in all general asset management, repairs and maintenance, and health and safety matters.
12. Assisting with performance/compliance reporting.
13. Contributing to newsletters, annual report and other corporate publications.
14. Attending out-of-hours (Emergency) call-outs as required.

### SCOPE: Towards 2028: Shaping Thriving Communities:

A member of the Services Division with current role in the Repairs & Factoring Team. Actively assisting and supporting the delivery of robust Maintenance and Asset Management strategies, with a focus on customer service excellence and best value response repairs services. Flexibility and scope of role to reflect organizational priorities, change, and progress towards 2028 vision.

### COMPETENCIES

Team Working	Proactively engages with others to ensure accurate and comprehensive information is shared. Actively contributes to, and participates in, team discussions and activities. Promotes and engages in positive team work, respecting the contribution of others. Displays a willingness to assist, support and mentor other members of the Team. Highlights issues of importance and keeps team appraised on matters of common interest. Comfortable with lone working and displays awareness of personal safety and risk. Uses initiative and generates ideas.
Knowledge	Awareness of the housing sector, its wider environment and the changing role of RSLs. A high degree of professional knowledge, specialism and competence to reflect core responsibilities and scope of role.
Professionalism	Operates within the framework of policies and procedures and actively contributes to the review and delivery of same. Displays willingness and enthusiasm in carrying out responsibilities and tasks.

	<p>Commitment to change, continuous improvement, learning and best practice.</p> <p>Awareness of personal strengths and limitations and seeks support, assistance and intervention as appropriate.</p>
Customer service	<p>Embraces a culture of quality, responsive customer service and engagement.</p> <p>Provides accurate and appropriate advice, information, assistance and support to external and internal customers and stakeholders.</p> <p>Mitigates complaints through successful service delivery and interaction.</p>
Interpersonal	<p>Self motivated, performance driven, flexible, reliable, adaptable and sociable, demonstrating self-confidence, initiative and drive to ensure common goals are achieved.</p> <p>Willing and enthusiastic about outdoor working in all weather conditions.</p>
Organisational & analytical	<p>Ability to analyse situations and respond with appropriate action.</p> <p>Effectively plans and prioritises work to deliver expectations, achieve high quality and strong performance.</p> <p>Ability to analyse and interpret data.</p> <p>Responsive to changing demands.</p>
Communication & ICT	<p>Displays confidence and professional rapport with internal and external customers.</p> <p>Effective communication, language and letter writing skills.</p> <p>Effective contribution and input to reports, newsletters and corporate publications.</p> <p>Proficient ICT skills: Outlook, Word, Excel, PowerPoint</p>
Vision & values	<p>Embraces and promotes GWHA's Code Of Conduct and values: Ethical, Inclusive, Efficient, Innovative &amp; Open; promoting equality, value, diversity and sustainability</p>