

JOB DESCRIPTION

JOB TITLE: Maintenance Administrator – Maternity Cover
RESPONSIBLE TO: Maintenance Director
RESPONSIBLE FOR: N/A

JOB PURPOSE

To provide a comprehensive administrative service within a small maintenance team, and administrative support across departments to maintain service delivery within our head office as required. To ensure that a responsive and efficient repairs and maintenance service is provided and to ensure effective management of information and that systems are implemented and maintained to facilitate the work of the Maintenance Dept.

GENERAL DUTIES AND RESPONSIBILITIES

A. DAY TO DAY REPAIRS AND VOID MANAGEMENT

1. To ensure that all repairs requests and works orders are processed and completed in accordance with the Association's Policies and Procedures
2. To update, record and process invoices for approval by the Maintenance Surveyor or Maintenance Services Director and administer tenant recharges.
3. To maintain the Association's Approved Contractors List and monitor and report the performance of contractors on the list.
4. To maintain repairs records relating to voids and liaise with scheme staff and the Housing Management team to ensure prompt letting of voids.
5. To provide regular reports and update computerised and manual maintenance records and systems.

B. SERVICING CONTRACTS

1. To ensure that up to date schedules of landlord's appliances are maintained, e.g. gas, heating, fire alarms etc.
2. To assist the Maintenance Surveyor in the preparation of tender documentation and obtain tenders for the periodic re-letting of Service Contracts.
3. To assist the Maintenance Surveyor, Housing Services Director and Senior Housing Officers to ensure that competitive service contracts are maintained and administered for lifts, gas appliances, fire alarms, emergency lighting etc.

C. STAFF LIAISON

1. To ensure that appropriate communication systems are in place throughout the Maintenance function including Scheme Managers, Caretakers, and Handypersons etc.

D. ADMINISTRATION AND SECRETARIAL

1. To provide typing and administrative support to the Maintenance Surveyor, Maintenance Services Director and to other Senior Managers as required
2. To respond to repair queries raised by tenants, Scheme staff and office staff.
3. To ensure that appropriate filing systems are established and maintained on a timely basis.
4. To provide general telephone response and office administrative support, and cover for the Administration and Housing Departments when required.

E. GENERAL

1. To assist the Maintenance Dept. in meeting Performance Targets for key aspects of the Maintenance Service.
2. To ensure confidentiality of all information dealt with and operate in accordance with THA's Confidentiality and Data Protection Policies.
3. To uphold and promote all aspects of THA's Equality & Diversity Policy.
4. To adhere to THA's Health & Safety Policy and procedures.
5. To attend training courses, seminars and working parties in agreement with the Maintenance Director and Chief Executive.
6. To attend the Association's Committees if required.
7. To travel to the Association's properties and offices as required.
8. To carry out any other duties and responsibilities identified by the Chief Executive as may be required from time to time.

Note: The Association reserves the right to amend this job description as necessary, after consultation with the postholder, to reflect changes in the job.