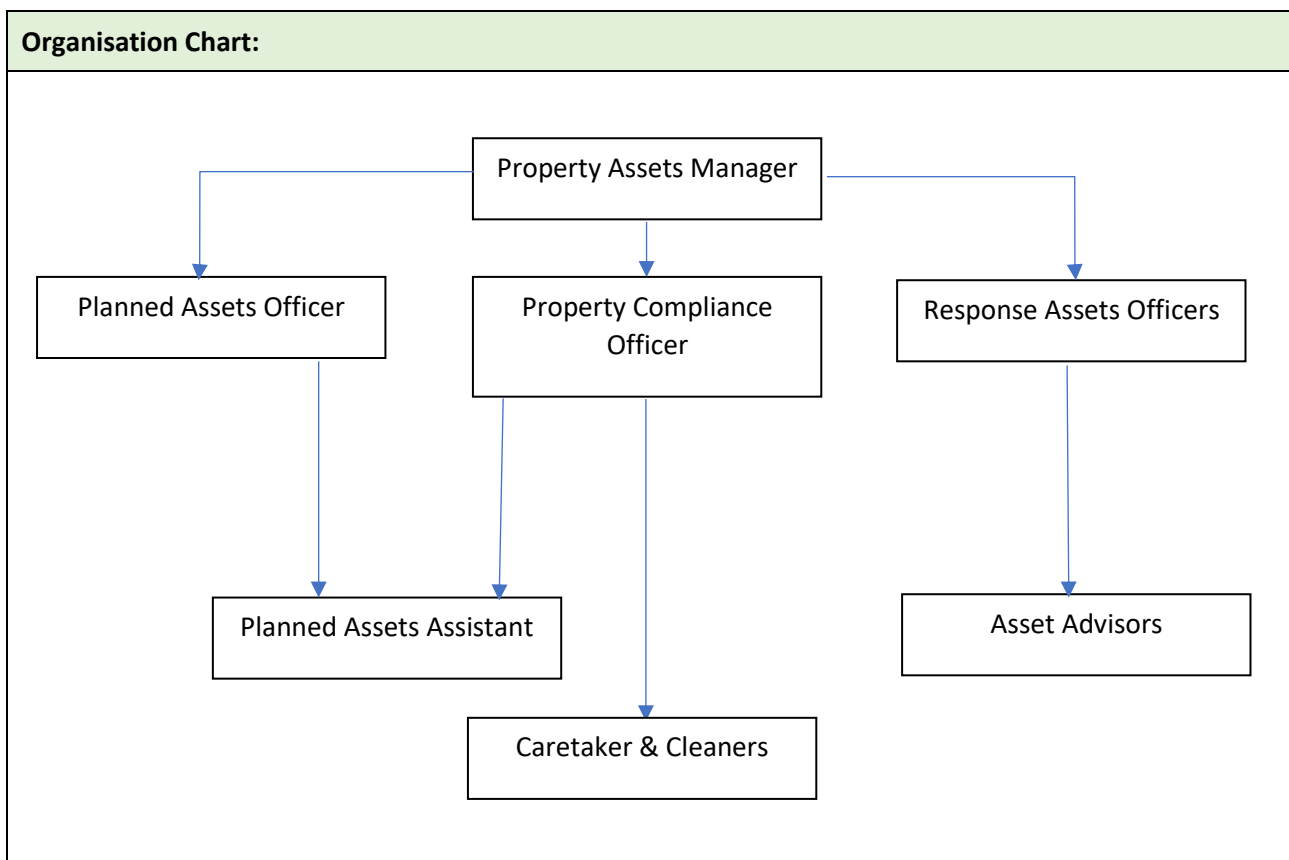


JOB DESCRIPTION: Response Officer

Job Title	Response Assets Officer
Directorate	Housing and Development
Grade	Band 5 – Level 1
Reports to	Property Assets Manager
Budget responsibility	£150-200k
People Manager responsibility	N
Number of direct reports	N
Indirect reports	NA
Locations / Usual Base	Ballymoney
Hours of work	37



Job Purpose:

To provide technical support to the Property Assets Manager to enable the delivery of a high-quality, customer focused response maintenance service ensuring tenants and other key stakeholders by ensuring that all properties are maintained to a high standard, ensuring compliance with statutory requirements, and delivering value for money.

Key Responsibilities:

- Undertake pre and post inspection surveys, change of tenancy inspections of the Association's properties in line with the maintenance policy, using technical knowledge of building construction and maintenance to diagnose faults and implement solutions to protect Triangle's properties
- Provide support to the repairs helpdesk, by providing technical advice to diagnose complex repair issues and recommend appropriate solutions
- Tracking completion of all orders that have been raised and managing the performance of measured term and specialist maintenance contractors to ensure the delivery of a high quality repairs service to the Associations tenants and key stakeholders.
- Procurement and contract management of the Association's contractors
- Implementing repairs as part of insurance claims and liaising with the insurers and/or loss adjusters
- Electronic recording of all inspections, works orders and technical interventions using the Associations IT systems
- Timely inspection and turnaround of void properties to ensure loss of rent and voids are minimised
- Liaise and develop effective working relationships with contractors to discuss and agree solutions to property defects
- Implement the Association's Right to Repair scheme
- Promote excellent customer care and support for the protection and well-being of all tenants and within all areas of responsibility
- Liaise with the Association's joint management partners on technical issues
- Report reoccurring repair issues or component failure to the Planned Assets team
- Deliver minor adaptation works inline with DFC requirements and the Associations Polices and procedures
- Ensure that core values of the organisation are incorporated into all work activity
- Ensure that all delegated responsibilities are carried out in accordance with the requirements of legislation and the Association's Health and Safety Policy and Procedures as well as conducting all activities in a manner which is safe to yourself and others. To be aware and act in accordance with the Association's Health and Safety Policy
- Ensure Response Maintenance spend is in line with budget
- Provide input into how the budget can be effectively allocated within areas of responsibility
- Check invoices for works requiring significant technical input to ensure that the appropriate payments have been invoiced in line with the terms and conditions of the relevant contracts

Job Description and Person Specification

NB: Specific duties will vary from time to time: the above list is intended to indicate the general nature of the post and is not exhaustive. The post holder will be expected to be flexible in supporting the Assets Team by undertaking any responsibilities which are commensurate with this grade.

Working Relationships:
<p>The Response Assets Officer will need to establish and maintain effective working relationships with the following:</p> <ul style="list-style-type: none"> • Assets Manager • Response and Planned Assets Officers • Property Compliance Officer • Contractors • Finance Department • Housing Management Department • Joint Management Partners • Health Trusts • Tenants and their representatives • General public • Public Representatives

PERSON SPECIFICATION: Response Assets Officer

Specific Knowledge
<ul style="list-style-type: none"> • Expert knowledge of property construction/ maintenance in relation to residential property • Working knowledge of statutory and regulatory requirement relating to property services within a residential property or social housing environment • Working knowledge of health and safety requirements
Skills and Abilities
<ul style="list-style-type: none"> • Ability to report performance information to managers. • Ability to plan and meet deadlines and work under pressure • Ability to develop and implement policies and procedures • Strong budget and financial management skills • Good problem-solving skills • Good negotiation skills • Ability to make sound decisions • Ability to assess risk associated with property investment • Excellent communication skills • Excellent IT skills • Excellent interpersonal skills and leadership qualities • Excellent organisational skills • Excellent communication skills • Ability to work as part of a high performing team
Experience
<ul style="list-style-type: none"> • Minimum of 3 years' experience of working in a construction or property management environment [Essential] • Experience in dealing with customers [Essential] • Computer Literacy: A good working knowledge of Microsoft Office packages, including, Word, Excel and Outlook [Essential]

Job Description and Person Specification

- Demonstrate an understanding of the practical application of contract management relevant to the role **[Essential]**
- Experience of working in a social housing environment **[Desirable]**

Education/Training

- Must hold a valid UK Drivers Licence & have use of vehicle for business purposes / a means of transport to & from sites etc for work purposes **[Essential]**
- Recognised technical qualification in a relevant field at least HND level **[Desirable]**