

## **JOB DESCRIPTION**

1. **POST:** TECHNICAL ASSISTANT
2. **GRADE AND SALARY:** GRADE 6 EVH
3. **RESPONSIBLE TO:** TECHNICAL MANAGER
4. **REPORTING TO:** TECHNICAL OFFICER
5. **RESPONSIBLE FOR THE FOLLOWING STAFF:** NONE
6. **GENERAL AIMS AND JOB PURPOSE**
  - (i) Ensure that Glen Oaks Housing Association meets its adopted Corporate Standards to the highest degree possible.
  - (ii) Provide a courteous and responsive service to tenants, factored and sharing owners of the Association, and all others who contact the Association.
  - (iii) Ensure that the Association's maintenance responsibilities are met to the highest possible standard.
  - (iv) Ensure that the specific job requirements as detailed in the job description are carried out to the highest possible standards at all times.
7. **MAINTENANCE**
  - (i) Logging repairs reported by tenants and other customers on Association's Capita IT System.
  - (ii) Deal with, and record, day-to-day enquiries from tenants and other customers regarding repairs, and taking the appropriate follow up action.
  - (iii) Liaison as required with contractors and tenants regarding access, appointments and follow-up works.
  - (v) Issue pre and post inspections
  - (v) Logging and analysing job completions

- (vi) Reviewing and analysing contract completion reports and liaising with contractors in relation to KPI statistics. Updating Capita system and communicating with contractors regarding performance reports.
- (vii) Issue satisfaction surveys to tenants following job completions and input responses to IT system and prepare reports of tenant satisfaction statistics as required.
- (viii) Record all required paperwork on the Associations Invu document management system.

## **8. VOIDS**

- i) Deal with, and record, day to day enquiries from colleagues, tenants and other customers regarding pre void inspections, appointments and re-let dates.
- ii) Managing and updating void tracking on the Associations Capita IT System. Updating relevant stock condition and servicing component data.
- iii) All administration of void maintenance service including but not limited to logging of EPCs, Electrical, Gas and Asbestos Certificates.
- iv) Administration of Associations Décor scheme for void properties.
- v) Liaising with Utilities Partners as required.
- vi) Monitoring void and void defect repairs and updating Capita IT system with relevant completion dates. Reviewing and analysing contract completion reports and liaising with contractor in relation to performance statistics
- vii) Prepare new tenant welcome pack and carry out new tenant welcome interview / pack handover.
- viii) Issue new tenant satisfaction surveys and input responses to IT system and prepare reports of tenant satisfaction statistics as required.
- ix) Record all required paperwork on the Associations Invu document management system.

## **9. RECHARGES**

- i) Identify rechargeable repairs and register sub account on the IT system
- ii) Prepare and issue rechargeable invoice / pre invoice to tenants and other customers
- iii) Monitor and pursue rechargeable arrears following the Associations recharge procedure.

- iv) Assist in legal process to pursue high value arrears
- v) Assist in preparation of Reports for management staff, Board or other statutory bodies.

## **10. ALTERATIONS & IMPROVEMENTS**

- i) Record and process tenant requests for Alterations and Improvements using the Capita IT Contact Management system.
- ii) Deal with day to day enquiries from tenants and other customers in relation to tenants rights to carry out Alterations and Improvements.
- iii) Assist in the processing of compensation for Improvements claims.
- iv) Updating relevant IT and document management systems with all paperwork and details of each claim.

## **11. COMPLAINTS**

- i) Record all complaints or dissatisfaction following the Associations Complaints procedure on the Capita IT system.
- ii) Process stage 1 complaints to completion including recording any supporting evidence and communicating with customers and colleagues as required.
- iii) Feedback any service improvements or learning points to Technical Officer, Manager, Director.
- iv) Assist in collating evidence to Manager or Director to allow Stage 2 complaints and any Ombudsman appeals to be actioned.

## **12. INVOICING**

- (i) Assist in the checking and processing of contractors' invoices.
- (ii) Liaise with contractors regarding invoices as required.

## **13. IMPROVEMENTS, PLANNED & CYCLICAL MAINTENANCE**

- (i) Assist in obtaining and recording stock condition information on all the Association's properties.
- (ii) Assist in the logging and recording of annual gas safety inspections and 5 yearly EICR reports on the Capita IT and Invu document management system.

- (iii) Assist with meeting agreed programmes and monitoring expenditure in respect of improvement / planned maintenance works to the Association's properties.
- (iv) Assist with managing the grounds maintenance contract through estate inspections, communicating with tenants and IT administration as required.
- (v) Deal with defects resulting from planned maintenance and new build contracts.

#### **14. OTHER DUTIES**

- (i) Assist with the management of factored owner accounts, including day to day enquiries, taking payments and seeking legal advice.
- (ii) Identify and assist with insurance claims as required
- (iii) Provide reception cover as required.
- (iv) Prepare reports for staff or Committee as required.
- (v) Liaise with other staff, in order to provide cover for the department during office opening hours.
- (vi) Other administration duties as required within the Technical Department.
- (vii) Maintain computerised property register.
- (viii) Assist with the administration of the Association's Gold Service scheme as it affects property maintenance, and assist with the promotion of the service.
- (ix) Assist in collating evidence and documentation, as required, to meet any Freedom of Information, Environmental Regulation, or Subject Access Requests.

#### **15. GENERAL**

- (i) Assist in meeting all performance targets and objectives set by the Association and / or the Technical Department.
- (ii) Ensure that the Association's files and records are kept up to date and in accordance with the General Data Protection Regulation (GDPR).
- (iii) Identify training needs, and attend training courses, including those outwith normal office hours, as determined by the Technical Director.
- (iv) Attend meetings, including those outwith normal office hours, as requested by the Technical Director, or another member of the Executive Team.

- (v) Implement the Association's Equal Opportunities Policy as necessary.
- (vi) Carry out any other duties at the request of the Technical Manager, Technical Director, Chief Executive or the Association's Management Committee.
- (vii) This job description is a general guide to the tasks to be fulfilled. However, it should be noted that the employee requires to agree work priorities and tasks to be completed on a regular basis with their line manager. This will enable the employee's department and the organisation as a whole to fulfil its objectives.