**Job Description and Person Specification**

**Property and Maintenance Officer**

**Salary £29, 016 - £30,935 per annum (dependent on experience) plus essential car user allowance – Full Time**

**Location** Bushbury Hill Estate Management Board (EMB)

The Management Centre

14 Kempthorne Road Low Hill, Bushbury

Wolverhampton WV10 9JG

**Responsible to Asset Manager**

**Responsible for No Staff**

**Job Purpose**

Responsible to the Asset Manager for the effective maintenance of EMB housing stock and The Management Centre in line with EMB objectives and plans.

Ensure that the EMB maintains accurate maintenance and repairs records.

Actively support tenant and community involvement at the EMB.

**Key Accountabilities**

1. **Customer focus**

Support the Asset Manager and Senior Management Team to ensure that the EMB provides an effective high quality customer focused service to tenants and residents of Bushbury Hill,

Ensure that the EMB is at the forefront of best practice in repair service delivery, attending relevant training and best practice briefing sessions when required.

Ensure that the EMB maintains and regularly updates accurate tenancy and property records and that the EMB complies with the requirements of Data Protection.

Undertaking visits to tenants’ homes to address and identify specific repairs issues. E.g. Home improvement applications general planned repair issues. Picks up planned repair issues reported by tenants to the call centre.

To undertake post repair quality checks and test customer satisfaction.

Support and assist in the management, coordination and delivery of planned work programmes

1. **Working with others**

Support the Chief Officer and the Board to develop and maintain positive working relationships with Wolverhampton Homes, Wolverhampton City Council and our contract partners to promote the work of the EMB with other relevant bodies/groups.

Supporting the Tenancy and Community Action Team as required.

1. **Managing and developing services**

To work with Board members to develop and deliver customer focused housing services to the community.

1. **Managing and developing people**

Actively participate in team meetings, one to ones and annual appraisals, identifying own learning and development needs.

1. **Maintenance**

Responsible for the maintenance and repair of the building and equipment within the Bushbury Hill EMB offices.

To work in partnership and liaise with Wolverhampton Homes in respect of electricity and gas servicing and with contractors to ensure a quality maintenance and repairs service is provided.

Inspecting grounds of flats and reporting any work that needs doing to Call Centre. Ensuring compliance with statutory regulations and good practice.

1. **Financial management and control**

To scrutinise and approve invoices from Wolverhampton Homes in respect of Gas / Electrical call outs.

1. **IT and data management**

Ensure that appropriate that data is collected and controlled in accordance with agreed procedures and statutory requirements.

1. **Regulatory compliance**

To understand the legal framework that supports the landlord tenant relationship, the management agreement with Wolverhampton City Council and the EMB’s responsibilities as landlord in delivering repairs and maintenance services.

1. **Quality**

Continuously monitor and evaluate service quality and delivery, formally and informally, responding positively to customer feedback and complaints.

1. **Health and safety**

Ensure staff work and services are delivered in accordance with EMB policy and legislative requirements for health and safety and that staff do not place themselves or tenants/residents at risk.

Undertake risk assessments and take action in the event of accidents and near misses.

1. **Equality and diversity**

Manage and maintain services in accordance with the principles and practice of equality and diversity, taking account individual needs and requirements.

1. **Other**

Carry out any other duties as required by the Chief Officer and the Board.

**Person Specification**

**Property and Maintenance Officer**

1. **Experience**

Minimum of three years housing / property management experience working for a local authority or housing association or private sector leasing/management.

An understanding of working using a schedule of rates and repairs contract documentation.

Experience of working proactively with customers and service providers to achieve successful outcomes in the delivery of services that meet tenants and resident’s needs.

Experience of developing sustainable community based services working with in partnership statutory and voluntary agencies.

1. **Skills and Abilities**

Demonstrable skills and ability to provide a customer focused service responding proactively and positively, keeping customers informed and managing expectation appropriately.

Ability to manage situations in which customers are unhappy about the level or quality of service, to find solutions to problems

Ability to liaise with customers, troubleshoot and manage expectations.

Ability to demonstrate Bushbury core competencies and develop those that are less strong than others.

**2.1 Negotiating and influencing**

Demonstrable experience of using effective negotiating and influencing skills within teams, with tenants and residents and key stakeholders / partners.

Demonstrable ability to promote Bushbury and work effectively in partnership with key stakeholders and business partners.

**2.2 Communication**

Demonstrable ability to communicate information clearly and concisely whether verbally or in writing, with a wide range of audiences both formal and informal.

Computer literate – self servicing and able to undertake own correspondence, write reports and record information accurately.

1. **Knowledge**

Knowledge and understanding of the legislative, regulatory and policy context for the delivery of excellent cost effective repairs service that meet the needs of customers.

1. **Education and Training**

Minimum of 3 years relevant experience working supervising repairs and improvements to properties or relevant professional, academic or management qualification or relevant transferable experience.

Demonstrable commitment to personal development and in developing knowledge of housing services and tenant led organisations.