



JOB DESCRIPTION

Job Title:	Maintenance Assistant (Fixed term for 12 months)
Department:	Property Services
Location:	10 Mansfield St, Glasgow G11 5QP
Salary:	£ 23,362 per annum based on 35 hours EVH Grade 4 (PA9 – PA12)
Reports To:	Maintenance Coordinator

Overall Purpose

Provide day-to-day customer repairs services for a variety of tenures including reactive maintenance, voids, adaptations, common repairs and gas services.

Key Responsibilities

- Receive and process customer repair requests by telephone and face to face.
- Make appointments for work by contractors including, handy person services and technical officer inspection (for reactive, gas and common repairs).
- Meet performance targets in compliance with policy and procedures including ensuring accurate diagnosis and use of Schedule of Rates, placing job orders, making appointments and checking progress and responding to customer follow up queries.
- Processing repairs orders and void repairs following pre inspection by technical officers.
- Receive and process requests for adaptations and provide advice on processes and funding in liaison with technical officers.
- Give customer advice on rechargeable repairs policy, advise customers on liabilities for payment and liaise with the Finance Team to ensure that a sundry debt account for payment is raised.

- Monitoring progress of repairs orders to completion, issuing authorised variations to orders, processing contractor time extensions, no accesses and completions and keeping the factoring team up to date on common repairs works
- Issuing customer satisfaction surveys and correspondence as required and producing reports on the results.
- Process pre-approved invoices for payment and provide accurate cost information to colleagues to enable mandating and invoicing of common repairs.
- Undertake all the administration for the Gas Servicing contract ensuring control and updating of the delivery programme to ensure targets are achieved and issuing orders for follow up work, issuing standard letters and statutory notices, arranging forced entries, analysing data and preparing reports as required.
- Liaise and work with colleagues across departments including advisors, contractors, consultants and customers to deliver quality maintenance services and information which provides value for money and reduces risk.
- Provide updates to the housing services team on void repair works and completion dates to minimise void periods.
- Maximise use of IT and ensure data is accurately recorded and stored, analyse data, sense check and prepare reports as required.
- Register, update and respond to service first stage complaints in accordance with PHA's Complaints Policy where a simple on the spot resolution can be achieved and refer more complex issues to technical officers.
- Support the Property Services Manager by analysing data and preparing reports as required.
- Provide support to review policy and operational practice and participate in projects as required to include customer consultation, research, short-life working groups, analysis and presentation of reports to staff team, customers, Committee and Board members.
- Attend occasional Board and Committee meetings, set up Customer Panel and Contractor meetings preparing and circulating agendas, papers and minutes and carrying out minute taking.
- You are also required to undertake any other duties within your capabilities as may be reasonably required and work in accordance with PHA Company Values.



PERSON SPECIFICATION

Job Title: Customer Service - Maintenance Assistant
(Fixed term for 12 months)

Department: Property Services

Date: January 2024

Requirement	Value	
	Essential	Desirable
1. Education and Qualifications		
• Educated to SVQ Level or equivalent required or equivalent relevant experience	✓	
• Commitment to work towards relevant professional qualifications and continuing professional development		✓
2. Skills and Abilities		
• Customer focused	✓	
• Excellent written and verbal communication skills	✓	
• Excellent customer care and interpersonal skills in dealing with a range of customers, Board members, colleagues, contractors and visitors	✓	
• Excellent ICT skills, including use of Microsoft Office applications to draft emails, reports, letters and presentation materials	✓	
• Demonstrable enthusiasm and commitment to putting customers first and skills to work with customers face to face and on the telephone in a customer and community-focused environment	✓	
• Competent use of IT systems for recording and retrieving data	✓	
• Ability to work professionally and calmly in dealing with customer enquiries and knowing when to ask for help and support	✓	
• Ability to understand and outline procedures and policies and communicate confidently with others		✓

• Technical knowledge and ability to exercise good judgment and diagnose repair request		✓
3. Essential Competencies		
• Deliver excellent customer service	✓	
• Performance and efficiency driven	✓	
• Effective communication	✓	
• Customer and community focus	✓	
4. Experience and Knowledge		
• Experience and working knowledge within a repairs and maintenance environment delivering services to tenants and owner occupiers		✓
• Experience in working within a team environment to deliver services	✓	
• Experience of working with customers and contractors	✓	
• Demonstrate understanding of the social housing sector and how housing associations work		✓
5. Other		
• Evening/Weekend work required	✓	
• You are also required to undertake any other duties within your capabilities as may be reasonably required.	✓	