

GHHA Greenhill Housing Association

Job Description – Property Technical Officer

Post title: Property Technical Officer		
Responsible to: Director of Asset Management		Hours: 40 Hrs P/W Monday to Friday 8am to 5pm
Salary grade: £35 C		Responsible for:
Special requirements		N/A

Purpose of Role:

We have an exciting new role within Greenhill Housing Association!

We are looking for a full-time Property Technical Officer who shares our values and will use them to guide the way they work on a daily basis. You will be accountable to our Director of Asset Management and will assist in ensuring that the Associations in-house maintenance team and external contractors effectively provide value for money and meet the requirements of our tenants – many of whom are elderly.

You should:

- Have the ability to explain technical information to laypersons in clear and concise terms,
- Have the ability to analyse and diagnose problems and implement effective solutions,
- Have comprehensive knowledge of housing maintenance, construction, building processes, and best practice,
- Have knowledge and experience of Health & Safety legislation, including building regulations, and CDM requirements, affecting housing maintenance,
- Be able to provide innovative solutions and value for money, to develop services to generate efficiencies, improve customer satisfaction and provide technical reports and data analysis to aid stock investment proposals.

MAIN RESPONSIBILITIES

- Provide technical advice to staff, inspecting properties that require technical assessment before repair is instructed and instructing required works,
- Carry out pre and post inspections of void properties to ensure they are available to let at the agreed standards officer and that the contractor is providing value for money, whilst liaising with the housing team and external contractors,
- Carry out house condition surveys as required,
- Carry out technical pre & post inspections,
- Delivered the best possible customer service to all tenants and stakeholders,
- Work with the Asset Coordinator and Finance to authorise day to day invoices for payment in accordance with financial regulations, ensuring that work done is as stated on contractors' invoices, at acceptable cost to the Association and as per the Association's approved policies and procedures,
- Ensure works across all contracts are carried out competently, with minimal risk and comply with all necessary legislation and best practice,
- Assist in the property investment programme by identifying potential areas for investment / major works,
- Carry out post inspections/customer satisfaction surveys to ensure all works carried out are in accordance with the appropriate contracts in terms of quality and cost,
- Utilise the Association's IT systems to their full potential, ensuring the appropriate database is up to date,
- Support the Director of Asset Management by reporting and monitoring complaints within agreed timescales,
- Be conversant with, and ensure compliance with, all GHHAs values, policies and procedures,
- Ensure own continuous development and knowledge is up to date in line with sector related developments,
- Carry out any other reasonable tasks that may be requested by line manager.

The list above is typical of the level of duties that the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.

SKILLS and QUALITIES

- Ability to explain technical information to laypersons in clear and concise terms - Application Form / Interview
- Ability to multi-task a varied and busy workload and to meet challenging personal and team deadlines - AF/I
- Ability to analyse and diagnose problems and implement effective solutions - AF/I
- Good interpersonal skills and a positive customer centred approach, able to form effective working relationships with tenants and work across organisational teams - AF/I
- Good IT skills including Microsoft packages and housing / maintenance systems - AF/I

OUR VALUES

Demonstration of our Values

Collaborative - We work together and with others to deliver on our mission. We will seek to co-create services with our tenants and partners. We will explore partnerships with other agencies to improve services in and around our communities, we will engage with the National Housing Federations Small Housing Association Group, the G320 and Acuity's Housing for Older People group to lobby for older persons housing at local, regional, and national levels - AF/I

Agile - We will seek to innovate. Learning quickly from success and failure and seeking new solutions to the challenges that we face. We are a learning organisation, providing our teams with the skills required to deliver quality, effective and professional services - AF/I

Trusted - We trust in each other and earn the trust of our tenants by keeping our promises. We will support our tenants to live independent lives, we will ensure that we know our customers and our homes to ensure that we provide the best and most efficient services that we can - AF/I

Inclusive - We celebrate the diversity of our staff and our tenant communities; we listen and treat each other with respect - AF/I

EXPERIENCE & KNOWLEDGE

- Comprehensive knowledge of housing maintenance, construction, building processes and best practice AF/I
- Relevant experience in a related building industry or surveying post - AF/I
- Knowledge and experience of Health & Safety legislation, including building regulations and CDM requirements, affecting housing maintenance, including gas servicing, legionella and asbestos - AF/I
- Experience of working with Schedule of Rates - AF/I
- Good knowledge of housing policy and an active role in implementing best practice, within the Housing Association sector - AF/I
- Knowledge and experience of asset management databases - AF/I
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QUALIFICATIONS

Possession of a relevant professional construction qualification or knowledge and ability at an equivalent level - AF

Degree level education and or Full membership of a professional body in construction, facilities management, or maintenance discipline (ie CIOB / RICS) - AF

Evidence of Continuing Professional Development and training – AF

OTHER REQUIREMENTS

Full driving license and access to a vehicle - AF