

Job Description

Post title	Repairs & Maintenance Data Officer	Grade	C
Department	Operations	Post ref	

Overall job purpose

Responsible for analysing large data sets and the updating of records as appropriate in relation to Regulatory and 'best practice' repairs and maintenance activities.

The Data Officer will also be responsible for ensuring the accuracy of repairs and maintenance / refurbishment work data held and implementing / maintaining processes to assist in the effective operation of a range of servicing and maintenance programmes.

Reporting relationships

Reports to: Principal Officer – Major Works

Responsible for: N/A

Key tasks and responsibilities – post specific

Monitor, update, extract and analyse data from computerised systems on the performance of the Housing Repairs and Maintenance Sections.

Ensure all Regulatory & 'best practice' repair and maintenance data held is accurate.

Maintain accurate records of component and attribute data against the housing portfolio.

Identify shortfalls in the repairs and maintenance data held and develop solutions / processes to remedy these.

Develop and maintain efficient and effective computerised databases and records.

Assist with the development of new procedures and processes and with their implementation. Identify weaknesses in existing procedures and processes to ensure the efficient operation of service provided.

Deputise for the Repairs & Maintenance Compliance Officer to ensure the effective operation and delivery of the Property Health & Safety Check/Service contract.

Produce reports in relation to the operations of the Section and present findings to Senior Officers.

Produce social media information and articles in relation to repair and maintenance activities.

Liaise with other employees for the completion of multi-trade works and assist / cover other areas of the Section, as necessary.

Ensure that the Council meets all of its Statutory and Regulatory obligations, inclusive of those relating to Health & Safety.

Provide relevant H&S information to external Contractors and to maintain competency records.

Review works to assess demand and develop programmes of work to ensure adequate resources are available so that works are completed ahead of their respective target dates and within available budgets.
Issue works orders using schedule of rates and codes when necessary, ensuring appropriate use of labour and resources on any individual task inclusive of engaging sub-contractors.
Arrange appointments with tenants for the completion of work, ensuring repairs / servicing are completed within the appropriate time limits and monitor performance indicators.
Check certification and sub-contractor submissions, ensuring that work content and payment claims are accurate.
Liaise with other service providers, including outside agencies in order to deliver works effectively.
Processing of orders and invoices on behalf of the Authority in accordance with the relevant procedures.
Attend tenants and residents meetings and present information to customers utilising a variety of methods regarding the services delivered by the Housing Repairs sections.
Provide general administrative support.
Deal with general face to face and telephone enquiries.
Report any repairs, maintenance, health and safety hazards, customer enquiries, breaches of tenancy, safeguarding or vulnerability that are identified during day-to-day activities.
Assist in the resolution and / or investigation of complaints associated with repairs and maintenance activities.

Key tasks and responsibilities – corporate
Operate according to the Council's corporate values and codes of behaviour.
Ensure at all times all Health & Safety Legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored.
Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.
Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.
Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.
Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.
Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.
Engage with digital models of service delivery and support the implementation of digital working methods.

Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda.

Demonstrate a commitment to the delivery of excellent service for all customers and service users.

Employee signature

This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties many be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.

Employee signature:

Date: