

GHA Greenhill Housing Association

Job Description – Asset Technical Officer

Post title: Asset Technical Officer		
Responsible to: Director of Asset Management		Hours: 40 Hrs P/W Monday to Friday 8am to 5pm
Salary grade: Career grade commencing £28K to £32K		Responsible for:
Special requirements		N/A

Purpose of Role:

To provide support to the Director of Asset Management in all aspects of Asset Management for the association.

To develop your knowledge, skills and qualifications over a period of time (to be agreed)

You should already;

- Have basic knowledge and experience of Health & Safety legislation affecting asset management,
- Have a strong desire to work in the sector,
- Understand the different needs of tenants of independent living schemes,
- Understand the challenges facing the sector,
- Have an understanding of common construction terms and methods of construction.

Over your training period, you should:

- Develop your ability to explain technical information to laypersons in clear and concise terms,
- Become prolific at analysing and diagnosing problems and recommending effective solutions,
- Gain comprehensive knowledge of housing maintenance, construction, building processes, and best practice,

- Gain 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.

In return we will support the right candidate to gain confidence, enhance their technical knowledge and develop key skills.

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,
- 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

Educated to "A" level standard. AF
High level of written and spoken English AF

OTHER REQUIREMENTS

Full driving license and access to a vehicle - AF