



Job description

Job Title:	Maintenance Assistant
Responsible to:	Property Maintenance Manager
Purpose of the post:	To work closely with colleagues in the Property Services, Customer Service and Housing teams to help deliver a customer-focused responsive repairs service.

Key areas of responsibility:

1. Ensure Hastoe's void systems and processes are kept up to date, updates are provided to managers, administration tasks are loaded to the system and Repairs Officers arrange post inspections. Chair regular meetings with Repairs Officers for voids updates.
2. Assist Hastoe's Property Maintenance Managers to progress void works to ensure re-let times are in line with Hastoe Policies and Procedures.
3. Collate disrepair cases and other administrative tasks to support the delivery of responsive repair works for our customers.
4. Assist in managing contractors for the progress of works.
5. Collate disrepairs cases with support from Property Maintenance Manager. Lead on engaging with solicitors and drafting responses for review. Analyse repair data and call history to provide comprehensive case for disrepair.
6. Work alongside Technical Repairs Officer to ensure void works orders are raised swiftly.
7. Undertake mail merges and resident communications as directed by Property Maintenance Manager.
8. Maintain ActiveH with up-to-date information on contractor, maintenance area and other important information. Keep contractor health and safety files up to date.



9. Ensure customers are kept updated throughout the journey of the responsive repair. Log details of correspondence on Hastoe's housing management system.
10. Progress Hazards in the Home Categories 1 and 2 to ensure they are actioned swiftly including raising repairs.
11. Submit insurance claims and liaise with third parties.
12. Liaise with specialist surveyors to receive and upload the reports, and present findings to the Property Maintenance Manager.

Organisational responsibilities:

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act at all times within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
3. Participate in agreed internal and external training and events.
4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing, but will be changed from time to time to meet the changing needs of Hastoe. It is a non-contractual document.



Person specification

Attributes	Essential	Desirable
Education & training	• GCSE English and Mathematics, or equivalent. • Willing to pursue training and development activities as required.	
Skills & Experience	• Proven track record in delivering excellent customer service. • Proficient in the use of Microsoft Office applications (Word, Excel, Outlook, Power point). • An understanding of equalities and diversity issues and how they can impact on the job role. • Previous office administration experience. • Clear communication skills, both oral and written. • Excellent telephone manner.	• Experience of asset management in a social housing context. • Proficiency in/knowledge of ActiveH IT systems.
Personal Attributes	• Good attention to detail. • Assertive where necessary, saying "no" where appropriate, whilst remaining sensitive and calm. • Able to cope well under pressure. • Able to organise and prioritise own workload. • Able to work as part of a team. • A positive approach to customer service (for both internal and external customers).	