

JOB DESCRIPTION

JOB TITLE:	Planned Maintenance Officer
LOCATION:	Head Office, Belfast
ACCOUNTABLE TO:	Director of Assets and Capital Works
REPORTING TO:	Assets and Capital Works Manager

JOB PURPOSE:

To manage and deliver the Association's Stock Investment Programme in accordance with stakeholder expectations and regulatory and statutory compliance.

To manage and deliver the Association's disabled adaptations programme in accordance with stakeholder expectations and regulatory and statutory compliance.

To ensure that the property information database held by the Association is robust and well maintained to enable data driven improvement and investment decisions.

To contribute to the development of the Association's medium and long term stock investment plans.

MAIN TASKS:

To manage and deliver the Association's Stock Investment Programme in accordance with stakeholder expectations and regulatory and statutory compliance. This includes, but is not limited to, the following core activities:

- Undertaking stock condition surveys and producing reports;
- Maintaining the Association's property / asset database;
- Managing appointed consultants, design teams and contractors to ensure the delivery of all programmes on time and budget;
- Managing all granted funded Disabled Adaptations works in accordance with policy;
- Undertake all assigned procurements in accordance with policy;

SURVEYING AND REPORTING

- To design and implement a cyclical programme of stock conditions surveys to ensure that the association has a robust set of data with which to inform future investment decisions and to identify key risks;
- To inform and to participate in, discussions and planning for future planned maintenance programmes;
- To assist in the development and implementation of a sustainability strategy to remodel and retrofit existing stock to achieve carbon reduction or net zero carbon emissions;
- To keep under review the programme of Energy Performance Certificates making preparing costed recommendations on an ad hoc and programmed basis for improvement as required;
- Prepare management reports for legal and insurance purposes;
- Ensure consultation is undertaken with all stakeholders including tenants and community representatives in respect to plans or projects that may affect them;
- To provide technical advice to all staff and tenants as required;
- To prepare and, if requested, present reports for the Board, Committees and Senior Management Team.

PROJECT MANAGEMENT

- To act as the operational lead officer in the delivery of the Association's Stock Investment Programmes to time, quality, and budget targets and with minimum supervision;
- Liaise with lead consultants, staff and others as required to ensure adequate monitoring of scheme progress, costs, supervision, and quality standards;
- To ensure compliance with quality standards, Health and Safety and Building Regulations;
- To assess risks and progress schemes systemically to overcome risks;
- Attend site meetings, performance reviews and liaise with all others as required, including statutory and regulatory authorities, to ensure delivery of the Association's programmes;
- Attend site meetings, consultant performance reviews and any other meetings as required;

DISABILITY ADAPTATIONS

- Liaise with lead consultants, Health & Social Services, Building Control, DfC and others in the scoping and delivery of disabled adaptation requests;
- Ensure that instructed works have fully comply with CDM (NI) 2016 and all other statutory and regulatory requirements;

- To ensure that all requests for adaptations are processed in accordance with the policies and procedures of the Association and in line with Department for Communities requirements;
- To ensure that all adaptations are carried out within the standards set by the Association and compile reports, statistical information and complete returns as required;
- To assist the Assets and Capital Works Manager to prepare project approval applications and grant claims.

PROCUREMENT

- Advise on and participate in departmental procurement exercises as required;
- Manage and participate in the appraisal of consultant & contractor performance.

QUALITY AND STATUTORY & REGULATORY COMPLIANCE

- Ensure all approvals, statutory and otherwise, are made in advance and recorded within the housing management software for issued works;
- Undertake quality inspections of works as required;
- To correlate and produce performance data and ensure systems and processes used are accurate and auditable;
- To monitor and, if necessary, document and report on contractor performance including participating in contractor appraisal against the contracts and/or KPIs;
- Ensure that all works are carried out within the standards set by the Association and when necessary, compile reports, statistical information.

CUSTOMER SERVICES

- To assist in the process of customer complaints where they relate to your areas of work;
- To undertake tenant engagement during development and delivery of programmes of work;
- To undertake satisfaction surveys on completed projects and all adaptations.

FINANCIAL CONTROL

- To assist the Assets and Capital Works Manager in processing invoices ready to be passed on to the finance team for payment;
- To undertake site inspections in order to verify valuation submissions are priced in accordance with contract requirements and payments are made in accordance with procedures;

- To ensure that all financial management procedures are adhered to in accordance with the Association's procedures.

ANY OTHER DUTIES

The post holder shall be required to always represent the organisation in a positive and professional manner.

Attendance at conference events, seminars, meetings, and training sessions may be required on occasion outside of normal working hours.

The post holder may be required on occasion to be involved in internal working groups or teams in the development of new departmental initiatives, public relations activities or in the development of organisation or service-related literature.

The postholder may at times be required to undertake a range of cross departmental and generic activities related to their area of responsibility, and behalf of the association where required, in the event of staff absences, shortages and as directed by the Assets and Capital Works Manager.

This Job Description is not exhaustive and only highlights the key areas and tasks associated with this post.

It cannot be prescriptive, and it is a requirement of post holder that there exist high levels of flexibility and responsiveness to the changing needs of the organisational and service demands.

The post holder shall therefore be required to positively respond to such demands and ensure that the commitment, innovation, flexibility, and delivery of high-quality services remain paramount.

WORKING ENVIRONMENT

Because of the nature of this position, you will be frequently required to work away from your normal base to other locations. You may on occasion be required to attend work outside normal office hours.

HOURS

Hours will normally be 37 per week. The post holder may be required to work evenings, weekends and provide out of hours cover in order fulfil the requirements of this role.