



Job Title:	Repairs and Maintenance Administrator
Reporting to:	Asset and Compliance Manager (ACM)
Supervisory Responsibility:	None
Hours:	37.5 hrs/week
Location:	Kendal area

Job Description

WHO WE ARE AND WHAT WE DO:

Fairoak Housing Association is a small, supported housing provider, offering a range of accommodation and support to adults with a learning disability and/or autism across Cumbria, North Lancashire and the Northeast.

We pride ourselves on being 100% tenant focused with a can-do approach. We believe that everyone with a learning disability or autism should have the opportunity to live in good quality housing that meets their needs and where they can feel safe and play an active part in their local community.

Our people are at the forefront of delivering our ambitious plans to grow and improve our services and you will play a key role in helping us achieve our objectives to make a positive difference to the lives of our tenants.

We are focused on creating a workplace that's inclusive and diverse, we pride ourselves on being a caring, listening, honest organisation, where everyone can be their best and make an equal contribution.

If you are passionate about helping people with a learning disability or autistic people to live their lives as they choose, feel valued equally and listened to then this might be the ideal opportunity for you.

PURPOSE & OBJECTIVES OF THE POST:

We are currently seeking to recruit a Repairs and Maintenance Administrator to join our small but highly motivated team based in Kendal, Cumbria. This post is to help maintain our highly regarded tenant focussed repairs service. We are very proud of our can-do approach which ensures that the needs of our tenants always come first.

The purpose of this new role is to provide a tenant focused, efficient and effective repairs and maintenance service whilst ensuring day to day obligations relating to statutory compliance. The successful candidate will ideally have previous experience in the administration of repairs and maintenance or a similar environment. On a personal level, candidates should be well organised, adaptable, and resilient with excellent interpersonal, communication and IT skills. If you are not a positive, highly motivated person, we are probably not the organisation for you.



PRINCIPAL DUTIES:

- Take, log and administer all repairs and maintenance requests and be the lead contact for the reporting of repairs and maintenance issues in whatever format they are reported.
 - Respond to repair requests in a timely manner and ensure that all repairs are completed within the target timescales to a high standard in a “Right First Time” principle with follow on works carried out or escalated to the ACM for next steps.
 - Respond and administer repair and maintenance duties across a range of different disciplines including but not limited to:
 - Electrical
 - Plumbing and drainage
 - Joinery/carpentry
 - Painting and Decorating
 - Building fabric
 - Gardening/Grounds Maintenance
 - General everyday maintenance
 - Winter activities e.g. gritting/snow clearance
 - Confidently discuss repairs and maintenance requests to clearly understand the issue and triage and appropriately assign to the correct trade and contractor for completion.
 - Record all repairs and maintenance issues ensuring compliance with Fairoak’s procedures and processes. This includes from the initial report through to processing the invoice from the contractor and checking the tenant is satisfied with the completed works/repair.
 - Provide performance reports each month to analyse trends and areas for improvement.
 - Update the operational risk register as well as actioning and escalating next steps.
 - Immediately escalate any issues that impact the safety and security of tenants, support staff and the organisation.
 - Assist with the planning of management visits and any subsequent actions.
 - Support the ACM with the administration of statutory and compliance inspections and maintenance across a range of different elements as below but not limited to:
 - a) Portable Appliance Testing
 - b) Fire Door Inspections
 - c) Fire Alarm testing
 - d) Emergency Lighting testing
 - e) Water Hygiene testing and monitoring
 - f) LOLER
- ensuring that works are instructed and completed in advance of their renewal date and any subsequent actions and recommendations are recorded on the operational risk register and repairs log.
- Work with the wider team for the effective delivery of works associated with voids.



- Assist with small works/projects, cyclical works, capital projects and new developments, this could be anything from contract administration through to assisting tenants to choose colours and finishes for their new home.
- Maintain our vetted contractor's information database and check adherence with our policies and procedures. If required source and vet new contractors.
- Keep accurate records to enable clear reconciliation of expenditure in line with policies. Update expenditure and monitoring of budgets on the Repairs Tracker including for recharge.
- Carry out all other administrative tasks associated with the role including filing and maintaining all manual & computer records and in accordance with confidentiality and data protection regulations.
- Undertake out of hours duties linked to emergency repairs and compliance based on a rota system.
- Adhere to all Fairoak policies and procedures.

This job description is not exhaustive in detailing all activities and responsibilities and the role may include other duties as may reasonably be required by the ACM or Organisation.

Person Specification

PERSONAL ATTRIBUTES:

- Excellent communicator and people skills.
- Able to communicate at all levels both verbally and in writing.
- Exceptional organisational skills
- Develop and maintain relationships with a range of internal and external people and organisations.
- Self-motivated, able to seize the initiative and make decisions.
- Flexible approach to work.
- Commitment to customer service and involvement.
- Full UK clean driving license.



KNOWLEDGE & SKILL SETS:

Knowledge / Skills	Essential / Desirable
IT Literate – Microsoft Excel, Word and Outlook	Essential
Excellent Organizational Skills	Essential
Good written, verbal and communication skills	Essential
Knowledge and understanding of repairs and maintenance of buildings	Essential
Can do approach and self-starter	Essential
Understanding of what delivering a great service looks like	Desirable
A qualification or training related to property/buildings	Desirable
Experience in social housing	Desirable
Knowledge and understanding of the “Big 6”	Desirable
Experience in undertaking a similar role	Desirable

SPECIAL FEATURES OF THE POST:

The postholder may be required to work non-standard hours on. The job description is not intended to be exhaustive in terms of responsibilities within the job, nor can it be. It reflects the present organisational requirements. The actual job content will be subject to periodic review on discussion with the post holder.

Fairoak Housing Association promotes equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the post holder is willing to work in accordance with our equality, diversity and inclusion policies.

HEALTH & SAFETY:

All employees must comply with the statutory legislation contained in and related to the current Health & Safety at Work Act, associated Regulations and Approved Codes of Practice and Guidance. Compliance also includes all the Health & Safety Policies, Procedures, and Safe Systems of Work and Guidance set out by the Association. Employees must take reasonable care to ensure that they do not endanger themselves, or anyone else who might be affected by their work activities.

EMPLOYMENT TYPE:

Permanent full-time

CONTRACTED HOURS:

37.5 hours per week covering Monday - Friday 9.00am to 5.00pm. Some work in excess of contractual hours may be required and time off in lieu will be granted for any overtime worked. There will be a requirement to cover our emergency on call service on a rota basis. An additional daily allowance is payable.



EQUALITY, DIVERSITY and INCLUSION:

Fairoak Housing Association is committed to a policy of equality of opportunity throughout all aspects of our work including the services we provide to our customers and in our employment practices.

Fairoak Housing Association will promote positive action to ensure that under-represented groups are enabled and encouraged to take advantage of employment opportunities with us. Applications from all suitably qualified individuals are encouraged regardless of gender, gender identity, age, marital status, race, colour, nationality, ethnic or national origin, religion, disability and sexual orientation.

SALARY & BENEFITS:

The starting salary will be between **£26,000-£28,500 per annum** depending on qualifications and experience.

- Office based (Kendal with free town centre parking).
- 25 days holiday per year plus bank holidays.
- 1 additional 'Wellbeing Day' per year.
- 7% employer pension contribution.
- Option to buy and sell holidays.
- On call allowance (rota based)
- Great training and development opportunities

All offers of employment are subject to the receipt of:

- Satisfactory References
- Proof of eligibility to work in the UK
- and Enhanced DBS disclosure.

All employees are subject to a 6-month Probationary Period, during which time progress is closely monitored.

For further information on the work of Fairoak Housing Association, please visit our website at www.fairoakhousing.co.uk