



# Maintenance Administrator

## BHT Housing Services

### Job Description

**Ref: 849**

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**Fixed Term Contract until 31/12/2019**

## **Job Summary**

The Maintenance Administrator is the link between Brighton Housing Trust and our Contractors and Landlords to ensure a “right first time” approach to our repair ordering. Working in a fast-paced busy environment, this is a demanding role which requires experience in the repairs sector. You will liaise with contractors to help deliver a responsive repair service that meets our targets and is value for money. You will specify works orders and raise repair orders as well as post inspections through our management database. You will be able to answer queries from our tenants, staff and contractors regarding the works orders raised. You will need to be confident with Excel and in producing KPI reports. The role will cover aspects of involvement in major works and cyclical programmes which will entail organising appointments, access, communicating and liaising between various contractors and staff. Other duties will include managing the void admin, booking meetings, satisfaction surveys, investigating complaints and invoice queries. This is a key role in the repair service.

Training will commence over in Eastbourne mainly and in Brighton. However, you may also be required to work at other BHT locations in the East Sussex area.

## **Responsible To**

- Building and Maintenance Surveyor
- Housing Services Manager
- Maintenance Supervisor
- Tenancy Officers
- Finance Officer
- And through line management to the Board of Management

## **Significant Working Relationships**

- a) Maintenance Operatives and Contractors
- b) Maintenance Supervisor
- c) Brighton Housing Trust staff
- d) Private Sector Landlords and Agents

- e) BHT Tenants
- f) Local Authority
- g) Relevant statutory and voluntary organisations concerned with the interests of the clients

## **Duties / Responsibilities**

1. Responding to repair and inspection requests effectively and in a timely manner.
2. Raising repairs / pre- and post-inspections via the Housing Management Database efficiently by; prioritizing routine, instructing appropriate surveyors, contractors or our handyperson.
3. Liaise with tenants to answer any questions and ensure we order “right first time”.
4. Diary management of the Building Surveyor, Maintenance Supervisor and Handypersons to book in appointments, meetings, team meetings, surveys, and post-inspections, providing both agendas and minutes for these meetings.
5. Liaise with contractors to ensure a quality service and answer any queries. Book in quarterly meetings and attend, providing both agendas and minutes. Provide weekly reports regarding outstanding works and update the database with findings.
6. Produce weekly KPI reports to contractors regarding their performance in failing to meet targets and send to the Building and Maintenance Surveyor with contractors comments.
7. Support the Building and Maintenance Surveyor with admin tasks including writing letters, booking appointments, responding to complaints (investigating background information, chase up work orders / raise repairs), updating spreadsheets and any other admin required.
8. The managing of the quoted works inbox requires responding to requests, contacting contractors, project managers, comparing costs, agreeing cost, raising works, and completing on system.
9. Major Planned Works and Cyclical Programme admin requires organising appointments / access through liaising with surveyors, project managers and tenants. Sending letters to the tenants to advise of planned works, keeping them updated, raising work orders, surveys, post inspections. Keeping spreadsheets and records up to date, communicating to all sources regarding changes, delays, and completions.

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10. To manage Void admin, including keeping spreadsheets up to date, raising repairs, informing contractors and surveyors, informing Head Office of progress and managing access and completion details.
  11. Carrying out Satisfaction Surveys with tenants on a weekly basis and recording the information on Excel.
  12. Help with invoicing queries which may require investigation in a timely manner.
  13. To improve the service, you will work closely with the Finance department to ensure we are providing a clear process when raising repairs, reports, and invoices.
  14. Work closely with BHT Housing Services staff to provide the repair service.
  15. To cover the other Maintenance Admin if they are on leave.
  16. Respond to emergency repair requests.
  17. Ensure works are completed in a timely fashion, adhering to the BHT Maintenance Policy and Repairs Policy guidelines.
  18. Liaising with Project based staff over repair orders or queries.
  19. Liaising with Landlords and Agents regarding repairs required for leased properties.
  20. To train and develop other Maintenance Administrators when needed.
  21. To oversee all inboxes and ensure good housekeeping and archiving.

**It is the duty and responsibility of each employee to familiarise and comply with, Brighton Housing Trust's health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT and others in meeting statutory requirements.**

**For confidentiality and data security: whilst working for BHT you may gain knowledge of confidential matters which may include manual, electronic personal and medical information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.**

**No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.**