



Maintenance Administrator

BHT Housing Services

Job Details

Ref: 849

Fixed Term Contract until 31/12/2019

Brighton Housing Trust

BHT is a charity and a registered housing association working in Brighton and Hove, Eastbourne, Hastings and other parts of Sussex.

BHT's Mission is to combat homelessness, create opportunities, and promote change and aims to achieve this Mission through a network of interlinked projects. By providing direct, practical services combined with a commitment to challenge the causes of poverty and inequality, we hope to achieve a supportive structure which men and women can use in a variety of ways to improve the quality of their lives.

For more information please see BHT's website www.bht.org.uk.

Project/Department Summary

BHT Housing Service

BHT Housing Service is an innovative housing management project. We give our tenants in our Community Housing in Brighton and Hastings a quality and person-centred housing management service.

BHT Housing Services provides temporary accommodation with social sector standards for people who may be outside mainstream letting opportunities.

We promote the concept of a well-managed tenancy where landlord and tenant are equitable partners in a business arrangement.

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 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. The post is based in Eastbourne, however you may also be required to work at other BHT locations in the East Sussex area.

Salary

The salary is paid monthly in arrears and will be £21,668 per annum. A 5.5% employer's pension contribution is also paid. The level of this contribution is reviewed annually.

Hours of Work

The hours of work will be 37 hours per week, working Monday to Friday. BHT does not pay overtime but will grant "time off in lieu" when agreed by the Project Manager.

Annual Holidays

The annual leave entitlement will be 185 hours (25 working days), rising 1 day for each year of service to a maximum of 222 hours (30 days) pro rata. All public bank holidays are granted with two extra statutory days, to be taken over the Christmas period.

Closing Date

12 noon, Friday 06th September 2019

Interview Date

Friday 13th September 2019

We regret that we are unable to reply to every job applicant. However, if you are called for interview, you will be notified within seven days of the closing date.

A Basic DBS Check (Disclosure and Barring Service) is required on all successful applicants as a condition of employment for this post.

BHT operates an Equal Opportunities Policy