

JOB DESCRIPTION

Role: Technical Services Assistant

Department: Technical Services Department

Line Manager: Technical Services Manager

Salary: EVH Grade 6 (£36,517 - £39,921)

Job Purpose:

To support the Technical Services team in the delivery of compliance activities, planned maintenance programmes, adaptations, insurance claims, reactive repairs, void property management, complaints handling and performance reporting.

Job Role:

Compliance

- Assist in ensuring compliance with Health & Safety legislation and maintenance requirements, including electrical safety, smoke and heat detectors, damp and mould management, and other statutory obligations.
- Maintain compliance databases, records and documentation to evidence safety inspections and checks.
- Ensure electronic filing systems are accurate, up to date and audit ready.
- Analyse compliance data to identify anomalies, monitor performance and track progress through each stage of the compliance process.
- Assist with contractor inspections and access arrangements, recording outcomes and failed access attempts.
- Identify remedial works and escalate or instruct works as appropriate.

Planned Maintenance, Major Repairs and Component Replacements

- Undertake inspections of planned maintenance and major repair works and identify remedial action where required.
- Provide administrative and operational support for planned maintenance contracts.
- Liaise with contractors, tenants, staff and stakeholders.
- Assist in procurement and tender activities.

Adaptations

- Assist Technical Services Officers with medical adaptation requests and inspections.
- Arrange and instruct adaptations in accordance with policies and procedures.
- Liaise with tenants, Occupational Therapists and contractors.

Insurance

- Support the submission and progression of insurance claims.
- Liaise with loss adjusters and maintain accurate records.

Reactive Repairs and Voids

- Support management of reactive repairs and void properties.
- Respond to enquiries, raise works orders and monitor completion.
- Carry out pre, post, void and stock condition inspections.
- Monitor contractor performance and service standards.
- Check invoices and authorise payments within delegated limits.

Complaints Management

- Assist in investigating, recording and responding to complaints within agreed timescales.

Performance Management

- Compile KPI statistics and validate performance data.
- Support Annual Return on the Charter (ARC) reporting.

General Duties

- Deal with callers to the office, telephone enquiries and letters.
- Carry out generic admin tasks as required by the demands of the role.
- Liaising with tenants to arrange access as required.
- Comply with the requirements of GDPR.
- Act in accordance with Rosehill's Equalities and Human Rights Policy.
- Attend training courses, seminars and conferences when required.

This job description is a general guide to the tasks to be fulfilled. However, it should be noted that the post holder will be required to agree work priorities and tasks for completion with their Supervisor/Line Manager.