

## JOB DESCRIPTION

<b>Job Title</b>	Maintenance Administrator
<b>Responsible to</b>	Properties Manager
<b>Responsible for</b>	N/A
<b>Location</b>	Lewisham, London (possibility to work 1 day a week from home)
<b>Contract</b>	Full time, permanent
<b>Hours</b>	9-5 Monday - Friday excl bank holidays
<b>Salary</b>	£25k

### **Organisational Context:**

Quo Vadis Trust (QVT) is a specialist housing charity in South East London. We provide a service to people whose mental health has deteriorated and who need support with their housing. Quo Vadis Trust provides homes to over a hundred and eighty people in South East London. Our range of support both on and off the premises helps each individual customer to maximise their independence.

### **Main Responsibilities**

#### ***Reactive Maintenance***

- To answer urgent calls on maintenance jobs and contact in-house team or outside contractor to organise repair.

#### ***Voids***

- To work with Properties Manager to plan void works and ensure there is a smooth handover for new move ins.

#### ***Purchasing***

- Lead on purchasing requests for all schemes and shop around to get the best deals on quality products.

#### ***Administration***

- To update maintenance tickets completed by external contractors.
- To organise collection of meter reading information and submit information.
- To work with the Properties Manager to complete property inventory details and amend with any new information as and when.
- To work with Property Manager to update and revise any health and safety policies and procedures for each scheme.
- To work with Properties Manager to upload compliance and cyclical maintenance tickets to keep track of jobs done.
- To work with Properties Manager to review risk assessments and compile list of remedial works needed.
- To report on trends coming out of maintenance tickets to produce list of preventative maintenance jobs.
- To work with Properties Manager on property lease information.
- To attend any webinars or meetings about changes to Social Housing regulations including compliance, fire safety and others.

- To complete COSHH data sheets for maintenance workshop items and review yearly.

#### ***Scheme Visits***

- To attend properties after major voids works or refurbishment and report back to Properties Manager about any findings.

#### ***General***

- Adhere to all QVT's policies and procedures.
- Undertake any other tasks which might reasonably be requested by line manager and the SLT.

#### ***Health and Safety***

- All employees must observe, comply with and continually promote QVT's policies and procedures for Health and Safety.

#### ***Equality, Diversity and Inclusion***

- All employees must observe, comply and continually promote QVT's Equality, Diversity and Inclusion Policy.

**This job description of the role is as it is presently constructed. This will be reviewed periodically and updated to ensure that the job description fully reflects the responsibilities of the job.**

**PERSON SPECIFICATION**

<b>Job title</b>	Maintenance Administrator
<b>Department</b>	Head Office

<b>Education, Qualifications and Training</b>	<b>Essential</b>	<b>Desirable</b>
Numerate and Literate to the equivalent of GCSE in English and Maths	✓	
<b>Experience</b>		
Working in a similar role e.g. Administrative Assistant	✓	
Working in Mental Health		✓
Working for a Charity		✓
<b>Skills/Abilities</b>		
Proficient in Microsoft Office ,Outlook & other related computer packages	✓	
Excellent customer focus, places the customer at the heart	✓	
Highly organised, problem solver, creative, innovative	✓	
Ability to work under pressure and to tight deadlines	✓	
Excellent verbal and written communication skills	✓	
Able to demonstrate a conscientious and dedicated attitude	✓	
Ability to work on own initiative and demonstrate a commitment to team working	✓	
Reliable, dependable, flexible and adaptable	✓	
Tact, diplomacy and discretion	✓	
Organised, methodical and thorough, with an eye for detail	✓	
Awareness of GDPR	✓	
A confident manner, and the ability to communicate and negotiate at all levels	✓	
A positive and friendly demeanour and a 'can-do' attitude	✓	
<b>Other relevant criteria</b>		
Ability to travel between sites when required	✓	