



JOB DESCRIPTION

Respond is the largest housing association in Ireland providing social housing and homeless services. We are building our team of people with ambition and ability to achieve our aim to meaningfully address the housing and homelessness crisis Ireland.

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| Role: | Technical Services Officer |
| Location: | Dublin Region |
| Reporting to: | National Maintenance Manager |
| Terms: | Permanent Contract |
| Job Purpose: | The Technical Services Officer is responsible for the management coordination and budgetary control of delivery of all properties in his/her designated area and maintenance services to all properties and to ensure that properties are sustained in a safe and reasonable manner. |

Scope

Reporting to the National Maintenance Manager and working as part of the property team, the Technical Services Officer (TSO) will oversee all property and related maintenance programs:-

- Must ensure that all operations are conducted in a respectful and responsible way, ensuring that all decisions and actions comply with the relevant legislation, policies and procedures.
- Responsible for the repair and maintenance of buildings.
- Supervise and manage staff and contractors in an effective manner
- Respond to concerns and complaints of tenants in a positive and courteous manner

Note: The post holder will be required to attend meetings during the evening and at weekends. The post holder will be scheduled to be on call on a regular basis and expected to work outside normal hours and to cover emergencies and attend on site including during periods of severe/ inclement weather

Core Duties and Responsibilities

Manage maintenance and repairs to Respond and accommodation units.

Main Activities:

- a) Conduct inspections of property for needed services and repair, including managing and conducting stock assessment programmes and inspections
- b) Coordinate emergency and regular repairs and coordinate repairs to buildings including liaise with all relevant parties, regulatory and statutory authorities, residents, clients and 3rd parties

- c) Co-ordinate and manage maintenance of building protection systems and equipment, landscaping and grounds maintenance, structural, mechanical and electrical systems, boilers, heating and ventilation systems, pumps, maintenance and repairs of building interiors and exteriors.
- d) Maintenance and repairs of finishing, ceilings, flooring and roofing and all other building infrastructure and components, maintenance and repairs to appliances.
- e) Supervise procurement and delivery of work in order to ensure a positive and healthy work environment.
- f) Provide leadership, guidance and technical advice to staff and residents, Promote staff morale and workplace safety.
- g) Assign tasks and ensure schedules are maintained.
- h) Recognise and deal with language or any communication issues.
- i) Supervise consultants and contractors and delegate responsibilities,
- j) Take corrective action when required
- k) Have the capacity to understand, analyse, document, administer and communicate issues faults, problems and solutions to technical and non-technical personnel
- l) Maintain the general administration, statutory compliance, quality assurance and protocol compliance and financial/budgetary compliance of the maintenance and inspection programme.
- m) Prepare budgets and financial reports;
- n) Assist with preparation of Maintenance and Improvement Plans, Establish preventative maintenance schedules
- o) Prepare plans for projects, manage applicable projects, manage and administer contracts, keep a daily log, accurately input, track, analyse and interpret data using computerised maintenance management systems.
- p) Prepare and present reports and provide full accountability for the deployment, management and use of resources.
- q) Prepare procurement documentation, administer procurement systems, evaluate and award contracts and negotiate and administer contracts under the direction of line and senior management.
- r) Recommend the purchase of goods and equipment.
- s) Liaise and negotiate with and provide reports to government agencies, departments and other organizations as required.
- t) Ensure records are maintained.
- u) Perform other related duties as required

Person Specification

The candidate must have proficient knowledge and proven experience in the following areas:

Knowledge

- a) Maintenance, construction law, contract law and contract administration
- b) Knowledge of fault finding, and repair/maintenance requirements in respect of property and its constituent components and elements,
- c) Budgeting and financial administration
- d) Maintenance planning and administration
- e) Knowledge of and building technology, the construction industry and property
- f) Knowledge of workplace safety health and welfare
- g) Inspection procedures and reporting, building maintenance

- h) Applicable legislation, regulations regulatory and advisory bodies and procedures
- i) People management

Skills Required

The incumbent must demonstrate the following skills:

- a) Client service skills
- b) Contract management skills
- c) Analytical and problem solving skills
- d) Decision making skills
- e) Negotiations skills
- f) Leadership and management skills
- g) Human resource management skills
- h) Excellent literacy and communications skills including a high level of it literacy and computer skills including the ability to operate the computerized maintenance management system and a capacity to work proficiently with MS office, excel, databases , ACAD
- i) Effective verbal and listening communications skills
- j) Effective public relations and public speaking skills
- k) Stress management skills
- l) Time management skills

Personal Attributes

The candidate must also demonstrate the following personal attributes:

- a) Maintain standards of conduct and work effectively as part of a wider team
- b) Be respectful, honest, and trustworthy
- c) Possess cultural awareness and sensitivity
- d) Be flexible and capable of working independently and to deadlines
- e) Demonstrate a dedication to the position and the community
- f) Demonstrate sound work ethics
- g) Be consistent and fair

Qualifications & Experience

- Contract document preparation,
- Contract administration,
- Relevant and recognised Construction, Construction Science or Science /Technology qualification to NFQ Level 7 or equivalent learning
- Minimum 7 years recent construction/ building maintenance related experience including involvement with tendering/procurement,
- Dispute management & resolution.
- Work and resource planning, programming and reporting,
- Evidence of continued professional development over the course of this work period including learning/training in relation to current legislation, construction regulations, safety health and welfare, procurement and contract administration.
- Have your own transport and have and maintain a clean driving licence
- Garda clearance will be sought and required for this post.

Competencies required

- Strategic Analysis.
- Analysis and Planning.
- Leadership Capability.
- Influence up and down.
- Results focused.
- Customer Focus.
- Commercial Orientation.