



JOB DESCRIPTION

Respond is the largest housing association in Ireland providing social housing and homeless services. Our vision is that ‘every family and individual in Ireland will have high-quality housing as part of a vibrant and caring community’. We are growing rapidly in response to the housing crisis and are now looking for the right person who has the passion and skills to help us realise our vision.

Role:	Technical Services Assistant
Location:	Dublin or Waterford
Reporting to:	National Maintenance Manager
Terms:	Permanent Term Contract – Full Time (Mon to Fri)
Job Purpose:	To co-ordinate the delivery of essential national servicing programmes to Respond’s homes and support the National Maintenance Manager in maintaining accurate records and preparing performance reports.

Core duties and responsibilities:

Co-ordinating Cyclical Programmes

Support the National Maintenance Manager and the regionally based Technical Services Officers to deliver essential servicing and maintenance programmes.

Programmes might include: -

- Annual gas servicing programme
- Fire safety equipment maintenance programmes
- Periodic electrical testing programmes
- Lift servicing and maintenance programmes
- Legionella/ water safety management programmes

- Other cyclical maintenance programmes

Co-ordination of programmes will include: -

- Preparing servicing programmes on the Housing management system (Active H)
- Issuing orders to contractors
- Liaison with contractors, tenants and colleagues as necessary
- Updating tenants and colleagues on any programme changes
- Monitoring programmes against agreed delivery schedules
- Regular reporting to the NMM on progress
- Updating all records on the Active H housing management system – including any servicing records, certificates, warranties etc.
- Reviewing invoices against programme completions

Performance Reporting

Prepare regular Technical Service reports as required by the NMM in relation to all technical services including the servicing programmes, repairs, voids etc.

Prepare any ad hoc reports required by the Head of Housing, NMM or TSOs for internal and external stakeholders.

Data management

Ensure all customer data is updated to reflect any changes particularly contact details.

Ensure all contractor information is maintained, including following up on any insurance information that is due to expire

Update any stock data information following the replacement of components through planned or reactive work.

Prepare any stock data reports as required by the NMM or TSOs to help inform future programmes or to report on repair history or trends.

General

- Working proactively across teams to ensure the service is delivered seamlessly to our customers.
- To work in line with Respond's values and to work towards delivering on our mission.
- Be a positive ambassador for Respond in all that you do.
- Ensure high care and attention to your own health and safety as well as your colleagues, tenants and contractors

- Ensure all records relating to tenants are up to date and in accordance with the requirements of the GDPR.
- Any other relevant duties that may be assigned from time to time

Person specification:

Qualifications	Essential	Desirable
Leaving Certificate including passes in Maths and English	✓	
Experience		
Demonstrable experience of working in a customer orientated environment	✓	
Use of IT based management systems and good experience of standard Microsoft packages	✓	
Working in a property or housing management environment		✓
Skills and Behaviours	✓	
Good organisational, planning and problem solving skills.	✓	
Good written and oral presentation skills	✓	
Analytical; and comfortable with interpreting data	✓	
Strong negotiation skills whilst being empathetic and customer focused	✓	
Able to work unsupervised and work with integrity	✓	
Learning focused and reflective in practice	✓	
Ability to work effectively in a team setting	✓	
Attention to detail and ability to work under pressure	✓	