



Role: Asset & Repairs Officer

Location of Employment: Phoenix House, Castle Street, D2

Job Title: Asset & Repairs Officer

Reporting to: Head of Property Services

Contract: permanent

Salary: €37,952 - €50,964

Grade: Grade 3

Probation: 6 months

Pension: Available at completion of Probation

Hours: 39 hours worked over 5 days

Leave: 25 days

Travel: The post requires a valid driving licence and the use of a car for business purposes Mileage Allowance Operates. Class 1 Insurance is required.

CVHA has been a leading provider of social housing in Ireland since 2006 and now manages and/ or owns approx. 1,700 homes in Dublin and surrounding counties. Currently employing 30+ staff, we have an ambitious growth programme in response to the need for more housing for those who cannot afford to provide their own. Our vision is to make a difference by providing quality housing to those in housing need.

The Property Services team is responsible for ensuring our customers continue to live in high quality homes through the delivery of comprehensive and effective asset management services. In addition, it leads on the delivery of managing agent services to a number of Owners Management Companies (OMCs). Whilst our focus may be the “bricks and mortar”, we recognise the need to design our services to meet our current and future customers’ needs, offering choice where possible and ensuring that our tenants and their families always enjoy warm, safe and affordable homes.

As the Asset and Repairs Officer, you will be key to ensuring our Asset Management Strategy is effectively delivered. Working with our tenants, contractors and colleagues across the business, you will ensure the high quality of our property services. You will achieve this through working with our tenants, managing the quality of our investment programme contracts, completing stock condition surveys, upgrading homes, ensuring value for money and ongoing safety of tenants and staff alike.

Role: Asset & Repairs Officer

Role Overview:

To work with the Head of Property Services to ensure all property services are delivered to a high quality across all our homes and estates. The role is varied and may include property surveys, contractor procurement & management, stock condition surveys, defect diagnosis, clerk of work services, snagging and tendering. Much of the work will be in people's homes and will require empathy, respect and diplomacy at all times.

Reporting to: Head of Property Services

Key responsibilities

Specifications/ tenders/ contract management

- Lead on the specification, tendering and appointment of contractors and construction professionals alike for small programmes or work or one off minor refurbishment projects
- Assist in the procurement and management of the planned & cyclical programme contracts Liaise with tenants, Housing Management colleagues and contractors on the cyclical and planned programme at all stages from programme design to completion
- Ensure the delivery of all contracts in terms of quality, price and time
- Ensure all programmes are delivered in line with all health and safety requirements
- Maintain effective site records and report on any potential budget overruns, quality issues or time delays.
- Carry out regular quality checks, ensuring delivery of works in line with specification and approve any invoices in line with CVHA's internal financial procedures
- Report on all contract progress as required

Repairs Service

- Work closely with the Property Service and Housing Management colleagues to support the delivery of a high-quality repair service
- Investigate any customer complaints and ensure any necessary steps are taken to address concerns

- Respond to Tenancy Services Officers, contractor or tenant requests to inspect property related issues where technical input is required
- Carry out desk top analysis of repair costs as well as on site quality checks to ensure all service standards are being met and repairs are being delivered cost effectively and safely
- Inspect and prepare reports/ specifications on defects and other property condition issues including the development of remedial specifications, tendering and contract supervision
- Report on and analyse repair costs and trends to ensure VFM, and to shape future planned programmes.
- Make service improvement recommendations to the Head of Property

Stock Condition Survey

- To survey a range of properties according to a predetermined programme
- Verify current stock condition of the properties and identify all necessary attribute information
- Update management information system accordingly
- Validate all asset related data currently held

Surveying

- To undertake a range of surveying duties to the CVHA stock
- Carry out a range of surveys to include Condition Surveys and Snag Lists, etc., providing comprehensive reports for same
- Offer advice and support to customers and other non-technical staff

Supervision

- Offer adequate levels of supervision to any designated staff, ensuring that the staff members are supported, trained and developed
- Ensure staff are fulfilling all necessary duties and are working effectively to support the department's overall goals.

Other

- Provide support to the Head of Property Services as required
- Support and offer advice to local Tenancy Services Officers and scheme based staff
- Attend tenant association meetings as required

General

- To fulfil all care and high standards regarding both CVHA' s and your own health and safety obligations.
- To positively promote the Association in all activities
- To exercise discretion in all aspects of the role
- To maintain the necessary level of competence
- Any other duties which are consistent with your role

Key competencies required in the role

- **Customer care management**
- **Commitment**
- **Strong organisation skills**
- **Solutions focused**
- **Company focus**
- **Influencing and negotiation skills**
- **Team Work**
- **Brand integrity**
- **IT Skills**
- **Communication Skills**

Person Specification

Key Skills	Essential	Desirable
Candidates will be shortlisted based on <u>illustrating in their application that they fulfil the following criteria.</u> Examples that demonstrate the ability to fulfil the criteria should be included as well as the above competencies.		
Education / Qualifications		
<ul style="list-style-type: none">• Minimum of Degree required in Building Surveying or related area or significant construction related experience including site and contract supervision	✓	
<ul style="list-style-type: none">• Managing Safely in Construction Certification		✓
<ul style="list-style-type: none">• Willingness to undertake professional development	✓	
Knowledge / Skills		
<ul style="list-style-type: none">• Specialist role related knowledge, especially building surveying, contract management & building pathology	✓	

<ul style="list-style-type: none"> • Knowledge of Health and Safety legislation and compliance within a construction setting 	✓	
<ul style="list-style-type: none"> • Communication skills –verbal and written, report writing, presentation 	✓	
<ul style="list-style-type: none"> • To plan and organise at organisational and personal level 	✓	
<ul style="list-style-type: none"> • I.T skills to intermediate level 	✓	
<ul style="list-style-type: none"> • Attention to detail 	✓	
<ul style="list-style-type: none"> • Financial control and budget management skills 	✓	
<ul style="list-style-type: none"> • Problem solving 	✓	
<ul style="list-style-type: none"> • Ability to work with work with people showing empathy and discretion 	✓	
Experience		
<ul style="list-style-type: none"> • 1 Years' experience with suitable qualification or 5 years without 	✓	
<ul style="list-style-type: none"> • Property management 		✓
<ul style="list-style-type: none"> • Supervising on-site work programmes 		✓
<ul style="list-style-type: none"> • Experience of contract management in the construction industry 		✓

