

Asset & Repairs Officer



Location:	Hybrid working with office and national site attendance required (Leinster based)
Reporting to:	Repairs Manager
Contract:	Permanent, subject to a six month probationary period
Salary Range:	€37,925 - €50,964
Hours:	37.5 hrs hours per week over 5 days
Leave:	26 days
Pension:	Available on completion of probation
Travel:	The post requires a valid driving license and the use of a car for business purposes. Expenses policy applicable
Head Office:	Phoenix House, Castle Street, Dublin 2

The Organisation: Circle Voluntary Housing Association was set up in 2003 and is a leading provider of social housing in Ireland. Our vision is to make a real difference by delivering quality homes and innovative integrated housing solutions to individuals and families in Ireland. We are passionate about our people and the delivery of a tenant first service.

Our team members are the secret element of our success. Their experiences, competencies, values, knowledge, and perspectives are greatly valued and have significantly contributed to Circle delivering over **2,500 homes**. They deliver services to **over 5,000 people** and help **create thriving communities**.

We are dedicated to finding the right people who embrace our purpose, vision, and values. In return we will support you to learn, grow and excel in an exciting, flourishing, diverse organisation. We are committed to fostering an inclusive and collaborative work environment, which values every person who works with us and all of those who live in our homes and communities.

Reflecting the growing diversity of the communities in which we work, we welcome applications from people of all cultures, nationalities, genders, members of the LGBTQ+ community and any background traditionally marginalised in society.

The role:

The Asset & Repairs Officer responsible for ensuring 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, defect diagnosis, clerk of work services, snagging and tendering. You will support delivery of all reactive and planned maintenance, working with colleagues across Services, Assets, Development and Finance departments to ensure seamless services to our tenants.

Key Responsibilities

Specifications/Contract Management:

- Assist with the specification, tendering and appointment of contractors and construction professionals alike for small programmes of work or one-off minor refurbishment projects.
 - Assist in the procurement and management of the planned & cyclical programme contracts.
 - Liaise with tenants, colleagues and contractors on the cyclical and planned programme at all stages from programme design to completion.
 - Delivery of all contracts in terms of quality, price, time and 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 Circle VHA's internal financial procedures.
 - Report on all contract progress as required.
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Repairs Service:

- Ensure repairs to tenanted and empty properties are ordered, appointed, completed and invoiced in accordance with agreed procedures, contract terms & timescales and the schedule of rates.
 - Provide an excellent repairs service to our tenants, ensuring properties are maintained to the highest standards.
 - Work closely with all departments and colleagues to support the delivery of a high quality repair service.
 - Investigate customer complaints and ensure any necessary steps are taken to address concerns promptly and effectively.
 - Respond to Tenancy Services Officers, contractors, 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 whilst following Health & Safety policies.
 - 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 value for money and to shape future planned programmes.
 - Assist the Repairs Manger in the production of regular operation performance reports aligned to KPI's.
 - Make service improvement recommendations to the Director of Asset Management.
 - Carry out a range of surveys to include Condition Surveys and Snag Lists, etc., providing comprehensive reports.
 - Update management information systems accordingly.
 - Validate all asset related data held.
 - Coordinate and seek approvals from Local Authorities and tenants for rechargeable repairs and oversee processes.
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Supervision and Partnerships:

- 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.
- Provide guidance and support to customer services, tenancy, repairs staff and contractors.
- Provide induction training for new staff.
- Ensure effective involvement and engagement of tenants and internal and external stakeholders in the delivery of services.

Customer Engagement and Satisfaction:

- Work with colleagues, customers and partners to develop meaningful opportunities for customer engagement.
 - Encourage and support tenant groups and attend meetings as required.
 - Carry out, participate in and undertake tenant satisfaction surveys with tenants.
 - Promote successes and good news stories.
 - Ensure a positive and professional image is displayed at all times.
 - Implement company policies and procedures and provide an effective repairs service to tenants.
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General

- Provide all services having due regard to the regulatory framework.
 - Ensure that up-to-date and accurate information is maintained on all IT systems.
 - Contribute to developing service plans, team and individual targets and attend and positively contribute to meetings.
 - Liaise with all teams as required to ensure the information is appropriately shared and that tenants receive a seamless service.
 - Attend and positively contribute to team meetings.
 - Attend all organisational training.
 - Provide cover for annual leave or sick leave for other team members.
 - Carry out all duties observing Circle VHA's policies and procedures.
 - Undertake any other duties that are reasonably commensurate with the level of this post.
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Key Competencies

- Tenant engagement
- Customer care
- Delivering against agreed targets
- Team working
- Excellent time management skills
- IT skills [Word, Excel, PowerPoint]
- Communication Skills
- Brand Integrity



Person Specification

Candidates will be shortlisted based on illustrating in their application that they fulfil the following criteria. Examples that demonstrate the ability to fulfil the criteria should be included as well as the below competencies.

Education and Work Experience	Essential	Desirable
Degree in construction or related area or a minimum of 3 years construction related experience including site and contract management	✓	
Manging Safely in Construction certificate		✓
Property management and/or supervising on site works programmes	✓	
Experience of contract management in the construction industry		✓
Experience of working with vulnerable customers		✓
Membership of the Chartered Institute of Housing with a Level 3 qualification or more		✓
Key Knowledge and Skills	Essential	Desirable
Demonstrable understanding of the social housing sector	✓	
Specialist role related knowledge, especially building surveying, contract management & building pathology	✓	
Knowledge of Health and Safety legislation and compliance within a construction setting	✓	
Knowledge of fault finding, and repair/maintenance requirements in respect of property and its constituent components and elements	✓	
Excellent organisational skills and experience in working in a busy and varied environment	✓	
Able to form and maintain good working relationships at all levels, internally and externally	✓	
Able to resolve, anticipate and prevent problems	✓	
Able to take responsibility, working independently and flexibly	✓	
Excellent written and oral communication skills including report writing and the ability to effectively communicate key updates and decisions to all relevant staff	✓	
Financial control and budget management skills	✓	
Proficient use of common IT packages, including Microsoft Word and Excel	✓	
A second language/multi-lingual	✓	

This job description is not restrictive and will be subject to periodic review.

Employee Benefits



26 days of annual leave



Increased annual leave entitlement with length of service



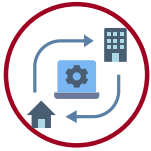
Paid sick leave



Annual salary increments



Company Pension Scheme



Hybrid working options



Death in Service Benefit



Personal Milestone Gifts



Further Education Assistance



Employee Assistance Programme



Paid maternity leave



Paid adoption leave



Paid paternity leave



Early miscarriage leave



Fertility Leave



Additional parents leave payment



Tax Saver Commuter Tickets



Bike to Work scheme

Some benefits subject to T&C's*

