



Lochfield Park
Housing Association

LOCHFIELD PARK HOUSING ASSOCIATION

JOB DESCRIPTION

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| JOB TITLE: | Maintenance Officer |
| RESPONSIBLE TO: | Maintenance Manager / Director |
| GRADE: | EVH Grade 7 £42,707 - £46,895 (1 st April 2026) |
| HOURS: | 35 hours per week |
| CONTRACT: | Permanent |
| LOCATION: | Lochfield Park Housing Association, 37 Drumlanrig Avenue, Easterhouse, Glasgow, G34 0JF |

JOB PURPOSE

Reporting to the Maintenance Manager and supporting the wider management team, the Maintenance Officer will help deliver an effective, efficient and responsive maintenance service to the Association's tenants, sharing owners and owner-occupiers.

The postholder will support the day-to-day delivery of reactive repairs, void repairs, cyclical and planned maintenance, contractor monitoring, compliance activity and customer communication, ensuring that services are provided to a high standard, within approved budgets and in line with the Association's policies and legal duties.

MAIN OBJECTIVES OF POST

- Provide a high-quality maintenance service that is customer focused, responsive and value for money.
- Assist in ensuring that the Association's homes and common areas are maintained to the required standard and within approved budgets.
- Support the delivery of reactive repairs, void works, cyclical maintenance and planned investment programmes.
- Carry out and record inspections, monitor contractor performance and help ensure that works are completed to the required quality and within agreed timescales.
- Support compliance with landlord health and safety duties including gas, electrical, fire, asbestos, water hygiene, damp and mould and other relevant statutory obligations.
- Maintain accurate records, reports and property information using the Association's systems and procedures.
- Work positively with residents, contractors and colleagues and contribute to continuous service improvement.

ACCOUNTABILITY

The Maintenance Officer is accountable to the Maintenance Manager on a day-to-day basis and, ultimately, to the Director through the Association's management structure.

The postholder will work within the Association's policies, procedures and delegated authorities and may be required to attend meetings or training outwith normal office hours where reasonably necessary.

PRINCIPAL DUTIES

1. Reactive Repairs and Day-to-Day Maintenance

- Assist in providing a high-quality reactive repairs service including raising works orders, carrying out inspections, diagnosing repairs and recording follow-up action where required.
- Ensure repairs are properly recorded and monitored in line with response targets, priorities and procedures.
- Monitor the performance and quality of contractor-delivered repairs and ensure that poor workmanship, delays or access issues are followed up promptly.
- Check maintenance invoices, completed works and supporting paperwork in accordance with the Association's procedures.
- Administer rechargeable repairs, tenants' alterations and medical adaptation referrals in line with policy and agreed procedures.

2. Voids Management

- Inspect void properties and identify repairs and other works required to meet the Association's void standard and re-let timescales.
- Monitor void works from specification through to completion and liaise with contractors and internal colleagues to minimise void loss.
- Carry out post-inspections and ensure completed void works meet the required standard before re-let.

3. Planned and Cyclical Maintenance

- Support the delivery of planned and cyclical maintenance programmes from pre-start to completion, including site visits, inspections and quality checks.
- Assist with preparing programmes, specifications, quotations, tender information and contract administration as required.
- Help maintain stock condition information and contribute to longer-term investment planning and service contract records.

4. Health and Safety and Compliance

- Support the Association in meeting its legal and regulatory duties relating to tenant and resident safety and wider landlord compliance.
- Help maintain accurate records for gas safety, electrical safety, asbestos, fire safety, water hygiene, legionella, damp and mould and any other relevant compliance areas.
- Ensure contractors operate in line with health and safety legislation, risk assessments, method statements and safe systems of work.
- Report defects, risks, incidents or compliance failures promptly and ensure that appropriate follow-up action is taken.

5. Customer Service and Communication

- Provide clear, timely and professional communication to residents about repairs, appointments, delays and outcomes.
- Respond to customer enquiries and complaints in a courteous and helpful manner and contribute to service improvements arising from feedback and complaint trends.
- Assist with preparing customer information such as notices, letters or service updates where required.

6. Performance Information and Administration

- Maintain accurate maintenance records using the Association's housing and maintenance systems.
- Assist in producing statistics, reports and performance information for internal and external use.
- Contribute to budget monitoring by providing accurate information on commitments, completed works and contractor performance.

7. General

- Carry out any other duties reasonably required by the Maintenance Manager or Director, consistent with the grade and purpose of the post.
- Uphold the Association's values and policies, including equality, confidentiality, data protection and health and safety requirements.

REVIEW

This job description and person specification summarises the main duties and requirements of the post and may be reviewed to reflect changes in service need, legislation or organisational priorities.



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PERSON SPECIFICATION

Job Title: Maintenance Officer

| Requirement | Essential | Desirable |
|--|-----------|-----------|
| 1. Qualifications and Knowledge | | |
| Relevant qualification in a property maintenance related discipline, or equivalent relevant experience. | x | |
| Knowledge of property repairs and maintenance, ideally within a social housing setting. | x | |
| Working knowledge of relevant building, health and safety and landlord compliance requirements. | x | |
| Knowledge of contractor monitoring, inspection processes and service standards. | x | |
| Knowledge of Scottish housing association practice or regulatory requirements. | | x |
| 2. Experience | | |
| Experience of working in a repairs and maintenance environment. | x | |
| Experience of carrying out property inspections and monitoring repair works. | x | |
| Experience of working with contractors and checking quality, timescales and value for money. | x | |
| Experience of reactive repairs and void management. | x | |
| Experience of planned or cyclical maintenance programmes, stock condition work or service contracts. | | x |
| Experience of using housing or maintenance management systems. | x | |
| 3. Skills and Abilities | | |
| Good communication skills, both written and verbal, with the ability to deal effectively with residents, contractors and colleagues. | x | |
| Ability to organise workload, prioritise tasks and meet deadlines while dealing with competing demands. | x | |
| Ability to work accurately with records, reports and performance information. | x | |

| Requirement | Essential | Desirable |
|---|------------------|------------------|
| Ability to work on own initiative and as part of a team. | x | |
| Competent IT skills including Microsoft Office and database or housing systems. | x | |
| Ability to present information clearly and contribute to service improvements. | x | |
| 4. Personal Qualities and Other Requirements | | |
| Commitment to high standards of customer care and continuous improvement. | x | |
| Committed, flexible and adaptable approach to work requirements and prepared to attend meetings or training beyond normal hours where required. | x | |
| Commitment to equality, confidentiality and health and safety in all aspects of work. | x | |
| Full UK driving licence and access to a vehicle for work purposes where required by the Association. | | x |

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