

JOB DESCRIPTION

Job title: Trainee Mechanical Surveyor

Scale: G5

Reporting to: Mechanical and Electrical Manager

Main contacts (Internal): Team members, contacts at other offices of Northwards Housing.

External contacts (External): The Repairs Partner and residents.

Main purpose of the job:

- To assist in the delivery of Northwards Housing's Mechanical Planned Maintenance & Servicing programme and to assist in the provision of support to the Repairs Service. Includes all non-specialist and specialist mechanical services.
- To assist in ensuring full regulatory and statutory compliance of all non-specialist and specialist mechanical services in respect of Northwards Housing's Mechanical Planned Maintenance & Servicing programme and Repairs Service.
- To assist and deputise for the Mechanical Surveyors as required.

Key Areas of Responsibility

- To assist in the delivery of the Mechanical Planned Maintenance & Servicing Programme and the provision of mechanical support to the Repairs Service for all Northwards 13,500 housing stock.
- To assist in the development of the Mechanical Planned Maintenance & Servicing Programme to incorporate new installations, including new technologies, arising from investment in the housing stock through the Capital Programme etc.
- To assist in the development of the Repairs Service specification and schedule of rates to incorporate new installations, including new technologies, arising from investment in the housing stock through the Capital Programme etc.
- To train and keep up to date with all relevant regulatory and statutory requirements and to assist in ensuring compliance through administering effective monitoring systems, recording / checking / filing of certification and auditing.

- To assist in the management of the Mechanical Planned Maintenance & Servicing Programme budget.
- To contribute to targeted performance objectives by assisting in the close monitoring and management of the Repairs Partner.
- To attend and participate in meetings as required.
- The provision of expert advice, the carrying out of pre inspections, the ordering of repairs and the carrying out of post inspections for non-specialist electrical repair and void works; initially under supervision.
- To assist in the resolution of specialist mechanical services including all necessary liaison with contractors, suppliers etc.
- To train and assist in dealing effectively with difficult situations arising from disputes and contractual claims in a professional and collaborative manner.
- To assist in the investigation of complaints and enquiries in accordance with service standards.
- To actively pursue own professional and personal development taking full advantage of training opportunities.
- To assist in the identification and preparation of risk assessments to address all relevant health and safety issues relating to all electrical aspects of the service, and in compliance with the Construction (Design and Management) Regulations 2015.
- Maintain an awareness and observation of Fire and Health & Safety Regulations and good practice requirements throughout the company.
- Actively follow all Northwards policies including Equal Opportunities policies
- Maintain an awareness and observation of Fire and Health & Safety Regulations and good practice requirements throughout the company.
- To carry out any other duties within the scope, spirit and purpose of the job as requested by management as s duties and responsibilities change, the job description will be reviewed
- Take personal responsibility for minimising Northwards impact on the environment by supporting our green agenda.

Where the postholder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

PERSON SPECIFICATION

Skills and Ability

- Must be conversant with current legislation and statutory requirements relating to mechanical Installations and maintenance.
- Ability to prepare and interpret specifications and prepare schedules or work utilising a prepaid schedule of rates. This will require accurate computer skills.
- Ability to receive and give information accurately, in a clear and concise manner.
- Ability to organise and prioritise work to meet deadlines and targets.
- The ability to contribute to and support the work of other members of the team
- Ability to understand and apply policy and procedures in day to day working.
- An understanding of customer focused service delivery.
- Excellent keyboard skills and the ability to use a variety of IT systems to record and process data accurately and efficiently.
- Ability to take initiative and make informed decisions.
- Active listening and verbal communication skills for effective interactions with members of the public and staff at all levels.
- The ability to adapt to new systems and procedures and to help colleagues use these effectively.
- Must have a full driving licence, use of a car for business and a willingness to work within any area of Northwards.

Experience & Qualifications

- NVQ level 3 City & Guilds Certification in Gas or equivalent. and Accredited Certification Scheme (ACS) in Core Gas, Cookers, Fires, Boilers, Meters and Pipework.
- Be willing to enrol on the BTEC Higher National Course in Mechanical or Building Services Engineering and progression to G6 will be subject to the successful completion of the course.

Personal Qualities:

- Tact and diplomacy in all interpersonal relationships with the public, service users and colleagues at work.
- Self-motivation and personal drive to complete tasks to required timescales, quality and service standards.
- Commitment to good customer services, taking account of individual needs and circumstances.
- A committed team member who is motivated to achieve personal and team goals.
- Flexibility to adapt to changing workloads demands and new organisational challenges.
- Willingness to provide cover for other colleagues as required
- Personal commitment to the corporate values and objectives of Northwards Housing and culture of continuous service improvement.
- Commitment to own personal development and take full advantage of training provided
- To work positively and inclusively with colleagues and customers so that Northwards Housing provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.