Job title	Technical Assistant
Reports to	Technical Services Manager
Responsible for	N/A
Location	Head Office, 90 Beech Avenue, New Basford, NG7 7LW
Hours	37 per week Monday to Friday
Salary	Scale 5 point 22 - 25

Purpose

The post will provide support to the Asset Management team and be responsible for ensuring robust procedures and processes are maintained so that the Associations building stock is well managed and meets the required standards. It will also ensure data bases are in place and maintained so that compliance needs are met. The post holder will provide assistance with contracts and major planned works and contribute to the overall success of the asset management team in meeting their targets.

Disclaimer

Any job description provided to you by the organisation will not form part of your contract of employment unless specified otherwise. This job description details the major aspects associated with the post. It is not intended to cover every feature of the role in detail. The responsibilities of the role may develop over time and in your day-to-day work you are expected to undertake any reasonable duty as requested by your line manager, or in their absence, another senior officer of the Association.

Duties and responsibilities

1 Compliance

Maintain the contractor database and ensure that all Insurance and Accreditation Certification is up-to-date.

Establish and maintain robust systems to keep up to date records for gas servicing, electrical inspections, burglar alarm, fire, EPC, Radon, asbestos, legionella and emergency light certificates, and entering this information into the electronic system where applicable.

Reconcile Gas Information records.

Record and print CP12's and register onto the electronic system.

Assist with compiling/providing gas safety statistics to the Building Surveyors.

Advise the Building Surveyor (Compliance) of access issues/expiry dates of CP12's.

Liaise on gas safety with the Building Surveyor and Technical Administrator.

Deal with initial queries relating to compliance and gas servicing, referring more complex matters onto the relevant staff members.

Receive queries from external agencies, help to resolve problems/issues.

2 Contracts/Tenders

Assist in the preparation of annual tender documents and letters to tenants for major maintenance work and for keep files up to date on these schemes.

Assist with the initiation of contracts.

3 Stock Condition

Regularly update and maintain electronic records with stock information and condition changes.

Run statistics from the electronic system and the stock condition database.

Input information from stock condition surveys.

4 Monitoring

Visit sites to check standards of work orders.

Visit / liaise with residents, contractors and the Direct Trade Operatives (DTOs) to ensure that access issues are resolved and relevant documentation is collected e.g. resident satisfaction returns, invoices, copies of orders etc.

Provide information on maintenance performance for management information purposes, and to prepare data for the HAMD upon request.

Create and maintain systems to control DTOs stock inventories/materials.

Respond to alteration requests.

5 Working in a team and with others

Provide cover as required for the Housing and Asset Management team administrators in their absence.

Contribute positively to working as one team across Tuntum to deliver quality services to our residents.

Act in a professional manner while on duty and when representing Tuntum in any capacity.

6 Record keeping and data management

Maintain accurate and up to date records ensuring that are stored and reviewed regularly in line with general data protection regulations (GDPR).

7 Health and Safety

Work in accordance with Tuntum's policy and legislative requirements for health and safety and report any accidents or potential accidents and near misses.

Person Specification

Requirements	Essential	Desirable
Education	A good level of written and spoken English. Competent in Microsoft Word, Excel and Outlook.	Mail merge in Microsoft Word. Advanced skills in Microsoft Excel (v-look up and pivot tables).
Knowledge	Housing repair responsibilities. Understanding of compliance certification. Understanding of the principles of stock condition surveys.	Basic understanding of compliance requirements.
Experience required	Dealing with contractors, trade operatives, suppliers and customers/residents. Managing spread sheets and running reports.	Experience of using SDM.
Skills and aptitudes required	Prioritising workload to meet deadlines and targets. Ability to listen and work with diverse groups of people. Work with own initiative.	

	Ability to work alone and in a team.	
Personal qualities required	Patience and understanding. Calm under pressure. Methodical in approach.	
Circumstances		Full UK driver's license and access to personal vehicle insured for business use.

Approved by:	Barrington Billings, HAMD
Date approved:	17/04/2019