

JOB DESCRIPTION
Housing Repairs Officer (part time)
(30 hours a week)

Background

Hollywell Housing Trust is an award-winning charity and social enterprise providing housing support and tenancy management for people with a learning disability, autism and/or mental health conditions across Devon and Cornwall. Hollywell was set up in 2014 and during this time has developed rapidly, meaning that we are looking to recruit a Maintenance Coordinator to handle all day to day and cyclical repairs to the properties we lease.

We believe that everyone should have the right to a safe, secure and sustainable home and be able to make their own choices around how and where they live. Our role is to find them a home and then support them to manage their tenancy. The people Hollywell that works with are vulnerable, often having been unsuitably housed previously and many have issues with anxiety and communication. Seeing them thrive in their home is incredibly rewarding.

This role will grow as the areas we cover and the number of tenants and properties increase, meaning that there may be an opportunity for the role to develop into a full-time post over the next 12/24 months.

The Role

The Housing Repairs Officer plays a pivotal role in ensuring that the properties we lease are maintained to a level that meets our tenants needs and complies with legislation and good practice.

The majority of our properties are leased from private sector landlords and letting agents, meaning that a significant part of this role will involve receiving maintenance requests from the Housing & Welfare Officers, tenants and their support staff, liaising with landlords/letting agents, reporting repairs, co-ordinating repairs where such arrangements are in place and ensuring that all work is completed to the required standard. The role is also responsible for co-ordinating and arranging repairs and cyclical maintenance for our long-lease properties where we have full repairing responsibility.

The role will be based partly in our offices in Exeter, partly from home and partly in the community (office base is flexible depending on location). You will be required to visit our long-lease properties at least once a month and visit other properties for property inspections as required, including end of tenancy checkouts and to inspect areas of concern and repair work.

This role that will include speaking to the vulnerable people we support, ensuring that work is coordinated and completed in a sensitive way around their own unique needs. Ensuring the safety and of our tenants is of paramount importance and this role is a key part of that.

We are looking for someone to work 30 hours per week, ideally Monday - Friday.

This is a post that would suit someone who has previously worked as a property/maintenance manager or within a busy residential letting's organisation or social housing environment.

Who we are looking for:

Experience	Essential	Desirable
Experience of working within a property/maintenance manager role (or similar) within a busy residential letting's organisation, social housing environment or similar	X	
A basic knowledge of residential lettings law and safety/compliance within residential lettings	X	
Knowledge of tenancy agreements and basic housing law and practise		X
The ability to multitask	X	
Experience of dealing with contractors	X	
Experience of working and communicating with vulnerable people		X
An excellent telephone manner	X	
A 'team player' and a flexible attitude	X	
IT literate and proficient in Microsoft Word and Excel and use of CRM databases	X	
Flexibility with working hours	X	

Comfortable with Lone Working	X	
Willing to take an Enhanced DBS Check	X	
Able to travel across Devon, Cornwall and Somerset as required, holds a current full driving licence and has access to a vehicle for work use	X	

Base

The role is home/office/community based with monthly team meetings held in Exeter. You will need to be able to work from both from our offices in Exeter and your home with visits to our properties in the community.

Salary

The role is initially for 30 hours a week at a salary of £23,400 per annum rising to £24,100 (figures are pro rata) on successful completion of probationary period, plus mileage expenses.

Closing Date

12 noon on Friday 3rd December 2021

If you are interested in having a chat about this role, please contact Debbie Bird on 07399 508646 or debbie.bird@hollywellhousingtrust.org.uk

Please complete an Application Form and return it along with your CV before the closing date to mandy.mullen@hollywellhousingtrust.org.uk The application form can be found on our website www.hollywellhousingtrust.org.uk