

Job Title	Property Maintenance Co-Ordinator (PMC)
Reporting to	Client Manager
Purpose	To oversee, and provide administration of, the systems and processes for co-ordinating repairs, regulated checks and programmed works to almshouses and commercial properties managed by The Trust Partnership
Hours	37.5 hours per week Monday to Friday 9am to 5pm (including occasional evening and weekend working as required)
Location	Home Based, with some travel to our managed almshouse sites across the UK and occasional visits to our offices in Gloucestershire and London
Job Description (This job description is non-contractual)	
<p>The Trust Partnership is employed by almshouse charities (Clients) to provide almshouse management services including almshouse and commercial property management (where relevant).</p> <p>Role and Responsibilities of the PMC</p> <ol style="list-style-type: none"> 1. To schedule the day-to-day maintenance, and repair service for the properties managed by The Trust Partnership, including responsive repairs, cyclical maintenance, void refurbishment, programmed works and emergency repairs. Scheduling is mainly on a database but requires a semi-manual process in some circumstances. 2. To ensure the smooth running and accuracy of the database systems for monitoring all maintenance activity, expenditure, processing invoices, uploading certificates and ensuring the timely provision and quality of maintenance and estate services. 3. To log-on repairs and works to the database and assign to contractors, ensuring access, attendance and satisfactory outcome, processing invoices for payment. 4. To hold responsibility for scheduling and implementing key dates relating to all maintenance including regulated Health and Safety (H&S) checks. 5. To ensure that delegated authority levels are strictly adhered to. 6. To keep statistics and records on the database in a clear and accurate format. 7. To provide support to colleagues in delivering repair services. 8. To schedule H&S checks and allocate to contractors. 9. To implement remedial works required following H&S risk assessments and checks. 10. To manage the dedicated phone line and email for repairs <p>Additional Duties</p> <ol style="list-style-type: none"> 1. To liaise with residents/colleagues to establish and prioritise repairs and to raise appropriate works, obtaining quotes where necessary. 2. To liaise with colleagues to carry out pre-inspection of works where necessary. 	

3. To instruct contractors and trades.
4. To check and authorise invoices for payment against quotes or estimates.
5. To ensure the provision of an Out of Hours emergency service and to ensure any further making good works are undertaken and the activity is logged on the database.
6. To liaise with maintenance contractors to ensure that performance targets are achieved.
7. To co-ordinate contractors' visits with occupiers.
8. To ensure quality checks on completed repairs as necessary.
9. To co-ordinate void management and refurbishment.
10. To raise purchase orders through in-house repairs/management database.
11. To co-ordinate with external agencies as and when required.
12. To run reports from the database as and when required.
13. To implement client policies and employer policies.
14. To visit almshouse sites as and when necessary.

Other Duties

1. To fulfil such other duties as may reasonably be required.
2. To represent The Trust Partnership to the required standard in person and through all communications.

Person Specification

Essential

1. Experience of working in the social housing sector, preferably almshouses
2. Proven ability of excellent IT skills including Word, Excel and databases, preferably property management databases.
3. Experience in customer services or frontline client services and understanding professional boundaries.
4. Proven skills of working accurately and efficiently.
5. Proven organisational skills.
6. Experience of providing a property management or maintenance service.
7. A valid driving licence.
8. Proven communication skills (written and oral).
9. Proven positive, can-do, solution-based attitude with pragmatism and flexibility.
10. Ability to prioritise workload, work from home and work with considered initiative.
11. A satisfactory DBS check.

Desirable

1. Experience of working within the charity sector.
2. Car owner.
3. Qualified or part-qualified property management professional.
4. Commitment to the charitable sector.