

Respond: Technical Services Administrator **(<https://www.activelink.ie/node/111617>)**



Respond is a construction led Approved Housing Body and service provider. We're expanding our dedicated team, seeking individuals who possess both the drive and skills necessary to help us make a significant impact.

Role: Technical Services Administrator

Location: Waterford

Reporting to: Safety Health Quality and Environmental Manager

Terms: Permanent, Full-Time (39 Hours Monday – Friday)

Salary: €28,000 - €32,000 (depending on experience)

Job Purpose:

To co-ordinate the delivery of essential national servicing programmes to Respond's homes and support the National Maintenance Manager in maintaining accurate records and preparing performance reports.

Core Duties and Responsibilities:

Coordinating Cyclical Programs:

Support the National Maintenance Manager and the regionally based Technical Services Officers to deliver essential servicing and maintenance programs.

Programs might include:

- Annual gas servicing programme.
- Fire safety equipment maintenance programmes.
- Periodic electrical testing programmes.
- Lift servicing and maintenance programmes.
- Legionella/ water safety management programmes.
- Other cyclical maintenance programmes.

Co-ordination of programs will include:

- Preparing servicing programmes on the Housing management system (Active H).
- Issuing orders to contractors.
- Liaison with contractors, tenants and colleagues as necessary.
- Updating tenants and colleagues on any programme changes.
- Monitoring programmes against agreed delivery schedules.
- Regular reporting to the NMM on progress.
- Updating all records on the Active H housing management system – including any servicing records, certificates, warranties etc.
- Reviewing invoices against programme completions.
- Contract Management of Cyclical Compliance Programmes.

Performance Reporting:

- Prepare regular Technical Service reports as required by the NMM in relation to all technical services including the servicing programs, repairs, voids etc.
- Prepare any ad hoc reports required by the Head of Housing, NMM or TSOs for internal and external stakeholders.

Data management:

- Ensure all customer data is updated to reflect any changes particularly contact details.
- Ensure all contractor information is maintained, including following up on any insurance information that is due to expire.
- Update any stock data information following the replacement of components through planned or reactive work.
- Prepare any stock data reports as required by the NMM or TSOs to help inform future programs or to report on repair history or trends.

General:

- Working proactively across teams to ensure the service is delivered seamlessly to our customers.
- To work in line with Respond's values and to work towards delivering on our mission.
- Be a positive ambassador for Respond in all that you do.
- Ensure high care and attention to your own health and safety as well as your colleagues, tenants and contractors.
- Ensure all records relating to tenants are up to date and in accordance with the requirements of the GDPR.
- Any other relevant duties that may be assigned from time to time.

Technical Skills:

- Excellent IT skills including knowledge of MS Office suite, particularly Excel.
- Analytical and comfortable with interpreting financial and performance data.

Desired Skills/Personal Attributes:

- Good organisational, planning and problem-solving skills
- Good written and oral presentation skills
- Strong negotiation skills whilst being empathetic and customer focused
- Able to work unsupervised and work with integrity
- Learning focused and reflective in practice
- Ability to work effectively in a team setting
- Attention to detail and ability to work under pressure

Experience:

- Position requires 1-3 years of experience.
- Experience working in a property or housing management environment desirable.

To apply: Please click [here \(https://api.occupop.com/shared/job/technical-services-administrator-13316/Activelink\)](https://api.occupop.com/shared/job/technical-services-administrator-13316/Activelink) on or before close of business on Friday, 1st November 2024.

Region

Waterford

Date Entered/Updated

18th Oct, 2024

Expiry Date

1st Nov, 2024

Source URL: <https://www.activelink.ie/vacancies/community/111617-respond-technical-services-administrator>