

Housing Maintenance Foreperson

Department of Infrastructure

What will you do?

As a Housing Maintenance Foreperson, you will play a key front-line role in keeping the DOI Housing Agency's public sector housing stock safe, habitable, and well-maintained. Working across approximately 1,270+ homes, you will deliver and coordinate day-to-day reactive maintenance, void property works, and emergency repairs, ensuring tenants receive a reliable and responsive service.

The role is hand-on and operational. You will diagnose building defects, coordinate contractor activity, attend properties, and make practical decisions to ensure works are completed safely, efficiently, and to the required standard. You will also participate in the 24/7 out-of-hours emergency rota.

What does that involve?

Reactive Repairs and Void Properties:

- Assess, prioritise, and schedule responsive repairs and void works, including preinspections and identification of rechargeable items.
- Diagnose defects, specify appropriate remedial works, and determine priorities based on safety, urgency, and tenant impact.
- Carry out post-inspections to ensure works are completed to required standards of quality, time, and cost.

Contractor Coordination and Site Management:

- Issue work orders, coordinate contractors and operatives, and arrange materials, plant, access equipment, scaffolding, and skips as required.
- Monitor progress on site, resolve issues as they arise, and sign off completed works.
- Liaise with Housing Officers and other colleagues through joint inspections and coordinated case management.

Emergency and Out-of Hours Response:

- Participate in the on-call rota to provide a 24-hour, 365-day emergency response across the housing stock.
- Attend urgent incidents outside normal working hours and take appropriate action to make situations safe and minimise risk to tenants.

Technical Advice and Property Condition:

- Act in a technical and advisory capacity on a wide range of building maintenance issues.
- Assist in assessing the condition of the housing stock and recommend practical solutions to address defects and emerging issues.
- Support adaptations for disabled tenants, liaising with relevant officers and contractors.

Health, Safety, and Compliance

- Ensure risk assessments and method statements are in place and fit for purpose.
- Work in line with health and safety legislation, best practice, and Departmental procedures.
- Arrange statutory servicing, testing, and inspection regimes (including electrical, gas, oil, and alternative heating systems).

Budget and Governance Responsibilities:

- Order materials and authorise payments for goods and services within delegated limits.
- Work within Government financial controls and procurement processes.
- Maintain accurate records and deal with tenant complaints relating to the reactive maintenance service.

Flexibility and Wider Contribution

The postholder may be required to undertake other reasonable duties commensurate with the role and grade to support service delivery across the Housing Agency.

What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
Credibility		
Completion of a recognised construction or engineering-related apprenticeship	E	CV / Pre-employment checks
ONC / HNC, BTEC or equivalent qualification in a construction-related discipline	D	CV
Health and Safety qualification (e.g. IOSH Managing Safely or equivalent)	D	CV
Significant relevant practical experience working within a construction or maintenance environment	E	CV / Interview
Working knowledge of health and safety legislation and regulations relevant to construction and maintenance	D	CV / Interview
Experience supervising or coordinating technical staff and external contractors	D	CV / Interview
Capability		
Good understanding of a range of construction methods, materials, and building types, and the maintenance implications associated with them	E	CV / Interview
Ability to diagnose defects and resolve technical problems effectively	E	CV / Interview
Experience preparing or working with risk assessments and safe systems of work	D	CV / Interview
Ability to prioritise workloads and meet deadlines in a reactive environment	E	CV / Interview
Clear and effective written and verbal communication skills	E	CV / Interview
Competence in using IT systems, including Microsoft Office, for recording, scheduling and communication	E	CV / Interview
Ability to work within financial controls and manage expenditure within delegated limits	D	CV / Interview
Experience resolving complex or challenging situations in a timely and professional manner	E	CV / Interview
Character		
Builds effective and supportive working relationships	E	Interview
Communicates openly and addresses issues constructively	E	Interview

Acts with professionalism and credibility	E	Interview
Demonstrates resilience, energy and commitment to service delivery	E	Interview
Supports change and contributes positively to service improvement	E	Interview
Other requirements		
Isle of Man Worker	D	Application
Full, Valid Driving Licence	E	CV / Pre-employment checks
Satisfactory Police Check	E	Pre-employment Checks