

## **Job Profile**

<b>Job Title</b>	Maintenance Operative (multi skilled)
<b>Line Manager</b>	Technical officer
<b>Direct Reports</b>	Trainee Maintenance Operative
<b>Location</b>	Reporting to the Farnborough office and required to work across the association's stock portfolio

## **Job Purpose**

To undertake repairs to residential properties and communal areas owned by the association to a high standard whilst maintaining resident satisfaction and ensuring value for money. Represent the Association positively to our customers, as a key 'public face' of Keniston.

## **Key Responsibilities**

1. Undertake planned and day to day maintenance repairs to a high standard as a multi-trade operative.
2. Maintain an electronic diary system to schedule appointments with residents to undertake planned and reactive works.
3. Work flexibly to accommodate urgent and emergency works as necessary and be available at short notice.
4. Identify repeated maintenance requirements or unusual defects to the Technical Officer and Property Services Director so that adequate medium and long term plans can be made and corrective action taken.
5. Ensure that all works are completed within the allocated timescales and that all completion details are provided in the appropriate format upon completion of each works order to achieve the association's performance targets.
6. Maintain contact with office-based colleagues in the Property Services Team. Update live job status. Report any non-completions and the reason for not doing so in the appropriate format.
7. Maintain sufficient specified stocks of materials including specialist items, in accordance with Keniston's procurement guidelines to support the association's approach to achieving first time fix key performance targets.
8. Undertake compliance testing such as fire extinguishers and portable appliances (training provided)

9. Coach and train a trainee maintenance operative and monitor performance and progress against the association's prescribed programme.
10. Work in accordance with Keniston Housing Association policies, and procedures including the contractor's code of conduct.

## **Nature and Scope**

Keniston aims to meet housing need, provide good quality well managed affordable homes and to give the service residents want. Our core values are Respect, Openness, Accountability, Honesty and Excellence. The role holder must demonstrate exceptional customer service skills and integrity to ensure that we continue to maintain high satisfaction amongst our residents.

The Maintenance Operative must be a competent multi trade skilled operative preferable with a bias towards carpentry or plumbing. They should also be able to undertake plastering, tiling, carpentry, plumbing, decorating etc. to enable tasks to be completed in full. The Association has high standards for completing repairs on time and resident satisfaction; the Maintenance Operative has an important role in achieving these standards.

As the Maintenance Operative regularly works alone in a resident's property, it is essential to be able to gain a clear understanding of resident's needs, demonstrate trustworthiness and integrity, the ability to maintain a calm and professional manner even if the behaviour of others is challenging and maintain good contact with colleagues to support personal safety at work.

Working face to face with residents requires a calm, patient and well planned approach to ensure that inconvenience and concerns are minimised.

The Maintenance Operative must be able to undertake the physical demands of the role including use of plant and access equipment.

The Maintenance Operative must provide hand and power tools considered necessary for undertaking basic maintenance task and maintain them in good order and ensure they are fit for the purpose intended. (tool allowance provided)  
Keniston Housing Association will supply disposable items and sundries.

Keniston are keen to create a new post of a trainee multi skilled operative to work alongside the postholder. The Maintenance Operative shall be suitably patient, understanding and allocate time to teach and mentor the trainee in the anticipation that the trainee will become a suitable member of the direct labour provision.

The Maintenance Operative is provided with a van for the sole purpose of work use and traveling to and from home to a place of work and must be willing and readily able to travel with equipment between properties.

All team members are expected to develop their skills throughout their employment, apply fair working practices and respect differences. They must appreciate the association's commitment to equality, diversity and inclusion and demonstrate our Values in all that they do.

**Key external contacts** Residents, contractors, suppliers

#### **Dimensions**

**Financial** None

**Staff** it is envisaged that the role shall also assume supervisory role for an apprenticeship/trainee

**Hours of Work** As per Contract of Employment (usually 39 hours per week Monday to Friday 8am to 5pm)

**Right to work** The role holder must demonstrate, and maintain, the right to work in the UK. This role requires a Disclosure and Barring Service check

#### **Knowledge, Qualifications and Experience**

This role requires a broad skill set, so the role holder should have at least 8 years trade experience, and ideally have completed a trade apprenticeship or equivalent qualification. CSCS registration is essential.

The role holder should have a good knowledge of Health and Safety including COSHH, Asbestos awareness, Working at heights, manual handling, safe use of power tools.

The association provides training in key areas of health and safety and shall ensure that any relevant training requirements are met at the start of your employment and ongoing at the prescribed intervals.

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