| 1. **Job Details** | | | |
| --- | --- | --- | --- |
| Job Title: | Senior Maintenance Operative | | |
| Team/Department: | Maintenance | | |
| Reports to: | Maintenance Manager | Location: |  |
| Appointment period: | Permanent | Hours | 37.5 |

| **Job Purpose** |
| --- |
| To be responsible for the delivery of maintenance services across all properties, ensuring a high quality service is maintained and health and safety standards met to facilitate Bedspace’s support of vulnerable young people. |

| **Main Duties & Responsibilities** |
| --- |
| * Manage void properties ensuring a swift and efficient turnaround. * Maintain Bedspace Lettability standards in all properties, ensuring a high quality of work in all duties carried out. * Ensure all work is carried out according to Bedspace’s health & safety policy and safe working practices. * Meet KPIs and targets for repairs and void turnarounds. * Liaise closely with the Maintenance Manager and deputise for her in her absence. * Work closely with the Housing team to ensure effective prioritisation of void properties to maintain Bedspace service levels. * Work according to Bedspace’s code of conduct, values and mission statement at all times. * Work effectively with the rest of the Maintenance team to ensure an effective service is delivered. * Strive to meet individual performance targets and maintain own professional development. * Train and develop other members of the maintenance team. * Actively work to continually improve the maintenance service, suggesting improvements where necessary. * Maintain a professional view of Bedspace when liaising with external parties, promoting a positive image of the company. * Ensuring the highest standards of quality are achieved in all duties carried out. * Supporting the culture of cross sectional working, encouraging a culture of project work focusing on the objectives of the company. Actively participating or leading in projects and corporate tasks as required. * The post holder is always required to have due regard to equal opportunities and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all cultures. * Observe and maintain strict confidentiality in respect of Service Users, clients and all company information. |

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager. This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

|  | Requirements | Essential / Desirable | How Assessed |
| --- | --- | --- | --- |
| **Qualifications** | Level 3 in a relevant discipline | E | A |
|  | Experience of working in a Housing/Property Maintenance role. | E | A/I |
|  | Experience of working in a similar industry | D | A/I |
|  | Satisfactory DBS clearance | E | O |
|  | Experience managing repairs effectively | E | A/I |
| **Knowledge** |  |  |  |
|  | Experience of managing property repairs and maintenance. | E | A/I |
|  | Experience of property maintenance planning and administration | E | A/I |
|  | Contractor management | E | A/I |
|  | Experience of delivering value for money | E | A/I |
| **Skills** |  |  |  |
|  | Ability to handle all aspects of painting and decorating. | E | A/I |
|  | Able to resolve basic plumbing issues. | E | A/I |
|  | Able to resolve basic electrical issues. | E | A/I |
|  | Excellent joinery skills. | E | A/I |
|  | The ability to interpret legislation and resolve and implement complex issues and procedures with minimal direct supervision | E | A/I |
|  | Proven ability to manage cost efficiencies and budgets | E | A/I |
|  | Ability to analyse and process schedule of work activities | E | A/I |
|  | A flexible approach to work and a capability to work under pressure to deadlines | E | A/I |
|  | Excellent communication and interpersonal skills | E | A/I |
|  | Ability to work in partnership with others to forge effective working relationships | E | A/I |
|  | Competent level and experience in IT skills, good knowledge of Microsoft office | E | A/I |
|  | Ability to work under pressure and identify priorities. | E | A/I |
|  | Ability to work within a team and relate to wider service and organisational aims and objectives | E | A/I |

**Essential/Desirable:**

E = Essential: Requirements without which the job could not be done. D = Desirable: Requirements that would enable the candidate to perform the job well.

**How Assessed:**

A = Application I = Interview OM = Other Means (e.g. presentation, test, etc.)

| Mandatory Training | Frequency | Delivery Method |
| --- | --- | --- |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |