

## JOB DESCRIPTION

<b>Job Title:</b>	Maintenance Operative
<b>Service / Department:</b>	Asset Management
<b>Reports To:</b>	Senior Property Asset Manager
<b>Responsible For:</b>	n/a
<b>DBS Check:</b>	Basic

### **Job Purpose:**

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

We are looking for a multi skilled operative based in or around Devon and Cornwall area. Who understand that we do a lot of work in people's homes, and we treat those valued customers in the same way we treat a much-respected family member - whilst also keeping them safe. We hope that sounds like you and that you also share our commitment to getting involved in community projects whenever we get the chance and making a positive difference to people's lives.

### **Main Duties and Responsibilities:**

- Undertake works as booked by the Repairs Contact Centre, both within tenanted and empty properties.
- Attend appointments promptly and provide tenants with information and updates on work that is being undertaken
- Ensure that steps are taken to keep dust and dirt to a minimum within tenanted properties and that properties are left in an acceptable condition on completion of work.
- Ensure that all safe systems of work and risk assessments are followed.
- Maintain van stock as required, to assist with repairs being completed at first visit whenever possible.
- Promptly record outcome of visit on the Rubbix portal, providing detailed notes and ensuring that start and finish time are accurately recorded.
- Work to reduce the number of 'no access' visits by taking all necessary action, such as calling tenants when property is empty when visit is attempted.
- Respond to requests from the Repairs Contact Centre to attend emergency appointments.
- Work closely with other teams in the housing service to ensure that information is shared regarding tenancy matters, including hoarding and properties in poor condition.
- Maintain tools and equipment to the required standard.
- Comply with all requirements in respect of Company vehicles, ensure that daily checks of van provided are undertaken prior to starting work.
- Carry out any other duties that are within the scope and grading of the post which could be requested by the line manager or scheme manager.
- Attend site meetings as required.

**Related Activities:**

- Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

## **PERSON SPECIFICATION**

**Qualifications and Memberships:**

Though not essential, the following membership / qualifications or equivalent level experience would be beneficial in this role:

- Construction or social housing background
- City in Guilds / NVQ or relevant experience
- Full clean driving licence

**Aptitudes and Abilities:**

- Good organisational skills
- Ability to work under own initiative and under pressure
- Ability to work as part of team
- Able to build and maintain effective working relationships with internal and external clients and customers

**Experience and Interests:**

- Significant experience in diagnosing, specifying, procuring and managing maintenance works
- Evidence of successfully managing contracts and programmes of work
- Evidence of successful budget management and financial awareness
- Experienced in Facilities management and / or Mechanical and Electrical engineering
- Experienced in maintaining a safe environment for site staff and residents
- Although not essential, a good understanding of the social housing sector would be beneficial

**Values and Behaviours:**

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

<b>S</b>	<b>Servant Leadership</b> – we help people thrive	Have we given our audience everything they need to succeed in their next step?
<b>P</b>	<b>Passion</b> – we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
<b>I</b>	<b>Inclusion</b> – this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
<b>R</b>	<b>Respect</b> – we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
<b>E</b>	<b>Empowerment</b> – we have trust	Have we given the right context to our message? Has our communication been story-driven?