

Job Description

Post title	Maintenance Operative (Planned & Cyclical)	Grade	C
Department	Planned, Cyclical & Estates Maintenance	Post ref	

Overall job purpose

Complete a range of repairs and maintenance work to Council owned (tenanted and void) and private properties whilst achieving a high standard of customer care and satisfaction.

Reporting relationships

Reports to: Principal Officer – Gas Compliance

Responsible for: N/A

Key tasks and responsibilities – post specific

Complete a range of repairs and maintenance work to Council owned (tenanted and void) and private properties whilst achieving a high standard of customer care and satisfaction.

This will primarily include repairs and maintenance activities such as the installation / replacement of Carbon Monoxide alarms and smoke detectors to Council owned dwellings in a planned & cyclical approach.

Attend repairs and maintenance appointments on time and complete works on the first occasion, in one visit and within target times.

Complete any required written or electronic documentation and records including time monitoring to enable the accurate calculation of costs, salary and property information.

Complete minor repairs and to accurately report repairs requiring the attention of a skilled tradesperson. Assist, or complete where possible, all types of non-technical repairs, carry out day to day repairs and maintenance work in a multi-skilled environment.

Drive/Operate a fleet vehicle including identifying and reporting defects.

Undertake a range of health and safety checks / inspections to Council owned properties eg. emergency lighting checks, fire alarm testing etc.

Minimise disruption, mess and dust to the customer's home and possessions and leave in a clean and tidy condition using cleaning materials and equipment as necessary. Removing or making arrangements for the removal of waste/debris upon the completion of any works on a daily basis.

Transport, collect and deliver goods and equipment as and when required, handle, store and secure Council vehicles, goods, materials, equipment, tools and liaise with other service providers including outside agencies for the provision of materials and transport.

Complete paid for works to both Council and private properties under the Home Improvement and Garden Maintenance services.

Report any repairs, maintenance, health and safety hazards, customer enquiries, breaches of tenancy, safeguarding or vulnerability that are identified during day to day activities.

Key tasks and responsibilities – corporate

Operate according to the Council's corporate values and codes of behaviour.

Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored.

Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.

Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.

Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.

Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.

Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.

Engage with digital models of service delivery and support the implementation of digital working methods.

Demonstrate a commitment to the delivery of excellent service for all customers and service users.

Employee signature

This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.

Employee signature:		Date:	
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Person Specification

Competencies

Please refer to the relevant competency framework for more information about the behaviour descriptors for each competency. All competencies within the relevant framework are applicable to the post and the ones that have prioritised for recruitment are detailed below.

Competency framework relevant to the post:	Employee Assessment
Delivering value for money and quality services	Interview
Communication	Interview
Team working	Interview

Skills	Essential/Desirable	Assessment
Excellent communication skills – verbal and written	Essential	Interview/Application
Excellent interpersonal skills - face to face and telephone	Essential	Interview/Application

Meeting deadlines	Essential	Interview/Application
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Knowledge	Essential/ Desirable	Assessment
General building construction / repairs & maintenance	Essential	Interview/Application
Operation of a range of trade tools and equipment	Essential	Interview/Application
An understanding of Local Authority and Social Housing	Desirable	Interview/Application
Basic office / computerised systems	Desirable	Interview/Application

Experience	Essential/ Desirable	Assessment
Working within a construction / repairs and maintenance environment	Essential	Interview/Application
Utilising a range of trade tools and equipment associated with the repairs and maintenance industry (inclusive of vibratory equipment)	Essential	Interview/Application
Dealing with customers and other outside agencies	Essential	Interview/Application
Dealing with the public in a social housing environment	Desirable	Interview/Application

Qualifications	Essential / Desirable	Evidence
A Current valid driving licence	Essential	Application/ Documentation
3 GCSEs (9 – 3 / A - D), or equivalent (including Maths and English)	Desirable	Application/ Documentation
Building trade City & Guilds qualification or equivalent	Desirable	Application/ Documentation

Additional information / other requirements of the post
<ul style="list-style-type: none"> The post involves driving and so the post holder will be required to undertake relevant DVLA licence checks. The Post-holder may be required to work out of normal working hours / work weekends and / or Bank Holidays as part of their role.

Equality Act 2010
<p>The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made.</p> <p>If appropriate, disabled candidates should indicate on the application form if they have needs which should be considered at the shortlisting stage.</p>

Date produced / last amended
July 2021