

## JOB DESCRIPTION / ROLE PROFILE

Job Title:	Maintenance Technician
Reporting To:	Response Assets Manager (with day to day Supervision by Senior Response Assets Officer)
Located At:	Mobile but NWH base.
Hours of Work:	37hrs per week.

### MAIN PURPOSE OF THE JOB:

**At Clanmil our tenants are at the heart of what we do. As Maintenance Technician you will work alongside our Response Assets team by carrying out minor repairs to assist us to provide great homes for our families living in our properties.**

### GENERAL RESPONSIBILITIES:

A	DAY TO DAY MAINTENANCE
1	Support and maintain our properties by carrying out arrange of general minor repairs to our properties, including gardening, cleaning if necessary.
2	Carry out void inspections/minor repairs/ clearance of vacant properties and redecoration of properties and ensure all work arising is promptly undertaken.
3	Assist with manual checks in all our locations e.g. check communal heating system is operating efficiently and there is adequate fuel, replacing defective light bulbs, tubes and fuses as necessary. Also checking water temperatures on hot and cold-water installations.
4	Delivering office and cleaning supplies to our locations, delivering equipment and furniture to facilitate meetings, formal openings and events. Working with our community team to promote community development events.
5	Repairing and replacing locks for vacant and tenanted properties.
6	Respond when alarm systems are activated.
7	Ensure caretaking equipment is in safe working order and inform Asset Officers of any defects.
8	Remove weeds and moss from paved and tarmac areas in our properties.
9	Undertake risk assessments and follow up with Assets staff.
10	Undertake preinspections and report findings (Full description with quantities/ photos) to AO/ repairs desk for any actions required.
11	Undertake portable appliance testing and monthly tests on emergency lighting.
12	Ensuring van and keys (including those for properties) are kept securely and ensuring cleaning and care of the van, tools and equipment.
13	Keep our properties in good condition and provide a good repair service for our residents.
14	Maintain, develop and build professional long-term working relationships within the Assets team, tenants and scheme staff.
15	Maintain good communications with assets and housing colleagues on works/ voids progress.
16	Provide information to Assets Managers to assist in reporting on KPIs and work carried out within timescale.
17	Respond to requests to check and retrieve CCTV images and report back to relevant staff.
18	Provide real time completions on WO via IT hardware provided

19	Support residents in maintaining their home where necessary, providing information advice and showing how to run and maintain items that are a resident's responsibility.
<b>B</b>	<b>PERSONAL DEVELOPMENT</b>
1	Embrace all opportunities for learning and development to help you fulfil your role to the best of your ability.
2	Attend any training that may assist you in your day to day work.
<b>C</b>	<b>FOLLOW ALL POLICIES AND PROCEDURES IN RELAITON TO THE ROLE</b>
1	Understand our policies and procedures during your induction period including the requirement of Data Protection Legislation.
2	Understand the role of the Association and its mission and its values in your actions and behaviours.
3	Generate creative and innovative ideas to challenge and contribute to the Association's way of working.
4	Embrace the Association's Equality & Diversity Policy and commit to the principles and aims of the Equality Scheme S75 duties with regard to religious faith, political opinion, racial groups, men and women generally, marital status, age, persons with a disability, persons with dependants and sexual orientation.
5	Ensure that all work you carry out is in line with the Association's Data Protection Policy.

*This Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.*

*The role holder must have a flexible attitude to work and carry out any other duty, from time to time, requested by the Executive Director of Assets, Assistant Director of Assets, Planned or Response Asset Managers or any other member of the Senior Management Team.*

#### **Our values guide us.**

Whilst what we do is vitally important, we think how we do it is equally important. We have all our own way of doing things. It's what makes us unique and at Clanmil we're no different. Our values are at the heartbeat of our organisation, they guide the way we behave and the decisions we make so we're doing everything we can to support our customers and their communities to thrive.

#### **Leave a positive experience**

We believe there's always an opportunity to leave a positive lasting impression if you show compassion and demonstrate you care. We see the person, not the problem. And whilst we know that sometimes we might have a tough conversation or make a hard decision, we will always act with honesty, fairness and respect regardless of the circumstances. After all we're a people business, so trust and great relationships are really important.

#### **Believe in better**

With a world of opportunity and head full of possibility, we have a shared ambition to do more. We challenge ourselves, each other, what we do and the world around us to not just settle but improve and to strive for better. We remain curious about what could be, embracing change whilst never losing sight of what we believe in. We are force for good, so we're confident to stand up and be counted.

#### **Achieve together**



Together we are stronger. It's as simple as that. By working as one with colleagues, customers and communities we can make real change happen, overcome challenges and move things forward with great energy. It feels good to be part of something, right? We all see the world differently and we might not always agree. We embrace that. We celebrate our diversity and the benefit that brings as we know that with unity comes strength.

Signed by Postholder: \_\_\_\_\_ Date: \_\_\_\_\_

Signed by Manager: John Magee Date: 17.04.23

## JOB PROFILE

CRITERIA	ESSENTIAL / DESIRABLE (E / D)	TESTED
<b>EXPERIENCE / KNOWLEDGE</b>		
You will need a minimum of three years recent experience in a similar trade role such as, painting, carpentry, or plumbing.	E	<b>App Form &amp; Interview</b>
Previous training in a relevant course e.g. Portable Appliance Testing (PAT), health and safety, fire awareness, joinery etc	D	<b>App Form &amp; Interview</b>
Knowledge of Health & Safety legislation and good practice in relation to building maintenance duties.	E	<b>App Form &amp; Interview</b>
A wide understanding of the building industry including knowledge of materials, trades and methods.	E	<b>Interview</b>
Specific experience within a maintenance environment e.g. electrical, joinery, decorating.	D	<b>Interview</b>
Previous experience working within a Social Housing maintenance environment.	D	<b>App Form &amp; Interview</b>
Experience of using computer packages	E	<b>Interview</b>
<b>ABILITIES</b>		
Able to communicate verbally and electronically with a range of customers.	E	<b>Interview</b>
	E	<b>Interview</b>
Able to be self-motivated, work using own initiative and also be part of a team.	E	<b>Interview</b>
	E	<b>Interview</b>
Able to set targets and monitor performance, organising time and the ability to prioritise workloads to meet deadlines.	E	<b>Interview</b>
	E	<b>Interview</b>
Able to apply a structured approach to problem solving.	E	<b>Interview</b>
	E	<b>Interview</b>
Able to respond positively to changing priorities.	E	<b>Interview</b>
	E	<b>Interview</b>
Able work with accuracy and attention to detail.	E	<b>Interview</b>
	E	<b>Interview</b>
Able to deal with problems/enquiries in a professional, diplomatic and sensitive manner.	E	<b>Interview</b>
<b>SKILLS</b>		
	E	<b>Interview</b>

Excellent oral and written communication and interpersonal skills. Excellent negotiation skills.	E	<b>Interview</b>
<b>OTHER</b>		
Be flexible in terms of working hours i.e. be available for occasional evening and/or weekend work, if required.	E	<b>App Form</b>
Must hold a full clean driving licence and be able to drive to meet the requirements of the post.	E	<b>App Form</b>