

## Job Description & Person Specification

**Job Title:** Maintenance Operative

**Service:** Maintenance and Estates

**Reports to:** Maintenance Supervisor

**Direct Reports:** None

### About The Role

---

The role of the Maintenance Operative is key to delivering professional and effective practice in Housing Management for Social Interest Group (SIG) and our subsidiaries. The role will support in ensuring our obligations as an organisation are met, and that we make the best of the funds entrusted to us for our vulnerable residents and participants.

The Maintenance Operative will contribute to ensure the smooth running of upkeep and repair operations. They will work in a multi-disciplinary approach alongside various internal and external teams to ensure timely delivery, to a high standard. The post holder will provide a customer focused service to all stakeholders, upholding transparency with communication in a professional manner.

### About the Post Holder

---

The person in this post will have proven technical skills and working knowledge of various trades in the given area which include but is not limited to carpentry and plumbing. They will be able to take ownership of their projects with a mix of independent working and working as part of a multidisciplinary team. They will be able to work proactively, using their own initiative in a fast-paced environment, where they can resolve challenges independently and can balance competing priorities.

They will be a self-starter, able to form effective purposeful relationships within the organisation and with other partners and agencies, as well as communicate effectively with colleagues at all levels, in a friendly and approachable manner. The post holder will be a team player, someone who can think innovatively and bring new ideas to the team, to ensure consistent improvement, and effective delivery of the service. They will have a high attention to detail, and comfortable with carrying out administrative duties, and using various systems and software.

# Key Responsibilities

---

## MAINTENANCE SUPPORT

- Contribute to delivering a professional, customer focused service of our maintenance and estate services for the group and subsidiaries.
- Carry out work to our properties and estates to ensure they are kept to required standards, safe and work towards the SIG 'Good Homes' standard.
- Ensure inventories are well managed, restocked, and ordered as required.
- Be an active member of the team, carry out responsive repairs, inspections, and cyclical works to the Group's property portfolio.
- Work closely with external vendors, book and manage work, which is being carried out externally, this includes but is not limited to electricians, builders, roofers, and other specialist professionals.

## HEALTH, SAFETY, AND ENVIRONMENT

- Ensure best practice and compliance in health, safety, and environment throughout the organisation.
- Provide support ensuring health and safety matters are effectively dealt with within area of responsibility and ensure personal safety of all people working and/or visiting the site or service.
- Regular review of risk minimisation procedures. Ensure all incidents, accidents and risks are recorded and reported.

## STANDARDS AND COMPLIANCE

- Support with the production of regular reports on various areas which could include but is not limited to inspection reviews, trend analysis, accessibility of sites, regular maintenance and works schedules.
- Compliance with housing, health and safety procedures and policies at Social Interest Group and external governmental law and legislation. Keep up to date with any changes and support with embedding this into best practice for the organisation.
- Ensure communication is maintained and effectively delivered with relevant stakeholders through various channels, to ensure transparency and relevancy of knowledge and changes within the team.

## ADDITIONAL RESPONSIBILITIES

- Contribute to the management of the given budget, ensuring compliance and cost control mechanisms. Ensure expenditure is processed in the correct manner with financial policies and processes.
- Work collaboratively with the wider team and support with various other activities and developments. This could include but is not limited to delivering relevant training to staff teams.
- Build and maintain effective stakeholder relationships internally throughout the organisation and externally with external partners and organisations.
- Administration duties will vary, including ensuring compliance with GDPR and confidentiality.

## SIG POLICIES AND DATA PROTECTION

- Promote, advise, and lead by example by embodying SIG values in creating a positive and productive environment including a Psychologically Informed Environment (PIE) with support.
- Demonstrate and facilitate high standards of service provision in line with organisational values and requirements, ensuring a safe, effective, caring, and responsive service, with support.
- Assist in implementing improvements in and maintain confidentiality in line with organisational policy in respect to residents, participants, staff, and the organisation with support.
- Adhere to and be aware of changes to SIG policies, processes, best practice, Equality, Diversity, and Inclusion (EDI), and data protection always and assist in implementing them where appropriate.
- Lead by example and assist in reporting and improving Health, Safety, and Environmental procedures, whilst following policies and processes in place.

Other responsibilities than those described above may be required to be undertaken and will be expected to be performed to as long as they are within the capacity and level of the position.

# Person Specification

Qualification and Experience:	Rating
Proven appropriate experience in a similar role, ideally with similar responsibilities	Essential
Previous experience completing risk assessments within the workplace	Desirable
Previous customer service experience within a similar size/type organisation	Desirable
Recognised building trade qualification such as City and Guilds, NVQ, Level 2 or above	Desirable
Training <b>and/or</b> qualifications in Legionella Awareness, Asbestos Management and Fire Safety	Desirable
Previous experience working in the charity sector and/or similar size organisation	Desirable
Skills and Abilities	
Ability to use, learn, and adapt to IT at an intermediate level, including Microsoft and other software programs	Essential
Ability to work flexibly and at various sites across Social Interest Group	Essential
Understanding of the housing needs of people with multiple and complex needs	Essential
Ability to create a psychologically informed environment through maintenance and estate services which is inclusive to different groups	Essential
Proven ability to juggle multiple tasks and competing priorities within a fast-paced environment and meet deadlines	Essential
Understanding <b>and/or</b> practical knowledge of the social and societal marginalisation that can be attached to people with complex needs	Essential
Personal Characteristics	
Ability to lead by example and share the values in which we uphold at SIG	Essential
Excellent communication skills both written and oral including relationship building	Essential
Proactive nature, with the ability to make decisions and use initiative to provide logical solutions, taking ownership and accountability	Essential
Attention to detail and quality, with high level of organisation skills	Essential
Cultural awareness, self-awareness, and ability to identify personal growth areas and take feedback	Essential
Sensitivity and empathy to others, an understanding and genuine care for what we aim to achieve at Social Interest Group	Essential
Creativity and ability to bring new ideas to the team and organisation	Desirable