

Multi-Skilled Maintenance Operative

Commercial Services – Key Worker and Student Lets (KW&SL)

Overview	
Role Purpose	To be responsible for completing a range of repairs & maintenance tasks to deliver a comprehensive and technical repairs and maintenance service for Key Workers and Student Lets (KW&SL), ensuring our assets are well maintained in line with applicable standards and legislation and providing high standards of quality service and customer satisfaction. To undertake the facilitation of planned and responsive repairs for tenants, staff, void properties, and communal areas (internal and external) in accordance with current, stringent health and safety legislation and practice.
Responsible for	<ul style="list-style-type: none"> • Diagnosing and completing a range of repairs to a high standard. • Managing relationships with suppliers and sub-contractors to ensure value for money (VFM). • Ensuring compliance is in line with appropriate legislation, constitution, financial regulations, and other requirements of the organisation. • Working within agreed Service Level Agreements including day to day maintenance and void works. • Managing the performance of other trades persons, sub-contractors, or direct report(s) whilst on site. • Compliance – legislative, industry and Health and Safety (H&S). • To influence, prioritise and negotiate with internal and external customers to find the most economically advantageous solutions for KW&SL. • Ensuring that we are working within the agreed service level agreements including day to day maintenance and void works.
Reports to	Multi-Skilled Maintenance Supervisor
Line management	None
Tier	9
Expectation Level	Colleague
Role relationships	
Internal	Executive Board, Development & New Business, Folio London, Finance, Office Services, Regeneration & Assets, ICT, HR, BID, Communications
External	Stakeholders (Landlord's & Tenants), surveyors, suppliers/contractors.

Role accountabilities

- Carry out a range of specified works (standard to complex) both as an individual craft professional and as a member of a multi-skilled team.
- Work in a range of Notting Hill Genesis (NHG) properties as well as communal areas and the wider estate including tenanted properties, owner occupied properties and offices.
- Monitoring budgets spend for repairs, stock and parts against monthly forecast.
- Working to an on-call rota (including out of normal working hours) to provide support for out of hour emergency callouts where necessary, this may include bank holidays, weekend and evenings.
- Provide excellent customer service to a diverse range of customers and clients in accordance with NHG repair, customer service and equal opportunities policies.
- To carry out regular inspections of the sites, working with customers and colleagues to implement service improvement strategies based on customer feedback.
- Assist in resolving complaints.
- Provide detailed reports and keep full audit trails of any work carried out.
- Complete specified works to a high standard always ensuring excellent quality
- Ensure that all tools (both handheld and powered) provided by NHG are properly and appropriately operated, cleaned regularly and stored in an appropriate manner and in line with manufacturers recommendations.
- Ability to estimate requirements of time and materials for budgeting purposes.
- Ensure compliance with all health and safety rules and regulations and ensure that protective clothing and equipment (PPE) are appropriately and properly used.
- Communicate with a high degree of accuracy (both written and verbally) to management teams and other colleagues.
- Report all breakages, breakdowns, accidents, and other issues promptly and effectively
- Take responsibility for continuing self-development and participate in training and development activities as and when directed by management, and as required

General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Experience (executive)

Essential

- Experience of working on a large residential site
- A full UK driving license
- Experience in communicating with residents from a diverse background

Desirable

- Experience of managing a direct employed maintenance team

<ul style="list-style-type: none"> Experience of liaising with various contractors and trades for the purpose of completing repairs on site. 	
Professional expertise (know how & experience)	
Essential	Desirable
<ul style="list-style-type: none"> Ability to investigate and diagnose repairs and instruct the relevant sub-contractor with Line Management authorisation Craft certificate or extensive experience within main trade; Carpentry, Plumbing, Electrical, Plastering, Bricklaying and tiling (wall and floor). Experience and knowledge about the Health and Safety requirements for residential and commercial properties Competent use of hand and power tools to comply with Health and Safety regulations 	<ul style="list-style-type: none"> Various trade experience with certification Working knowledge of building plant and materials, fire safety equipment and their safe use within Health and Safety guidelines Managing Budgets
Skills	
Essential	Desirable
<ul style="list-style-type: none"> Effective time management skills with the ability to multi-task and use own initiative 	<ul style="list-style-type: none"> Managerial Experience
Qualifications and/or professional membership	
Essential	Desirable
<ul style="list-style-type: none"> Craft qualified (City and Guilds and/or equivalent e.g., NVQ) in one or a range of trades; Carpentry, Plumbing, Electrical, Plastering, Decorating 	<ul style="list-style-type: none"> Health and safety qualification NEBOSH Membership of IOSH Membership BFIM Relevant technical qualifications CSCS registered

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a **Colleague** expectation level and therefore you should refer to the **Colleague** expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.

Safeguarding

Any appointment to this post is

Basic certificate (criminal record check) issued by the Disclosure and Barring Service (DBS)

conditional upon and
subject to:

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