



JOB DESCRIPTION

Maintenance Operateve

1. Purpose of the job

Reporting to the Property repairs manager, you will provide a repairs and maintenance service to TLA, ensuring the properties remain in good condition and repairs are carried out in a timely manner meeting with property compliance. This position is well suited to an individual who has experience in property maintenance and looking to use their skills in a supported housing charity.

2. Reporting and working relationships

The successful candidate will report directly to the Repairs Manager and work closely with the leadership team and housing support workers across the organisation. Occasionally there will be requirement to work with external contractors and our Cleanstart team in order to complete tasks. The candidate will also need to be confident at communicating to clients, as many of the tasks will be in their private properties.

3. Salary

£26,000

4. Hours

37 hours weekly working across 5 days

TLA has an Agile working policy which can be discussed with the successful candidate.

5. Location

This role will be based at our central location however due to the nature of the job there will be multiple property visits daily to undertake maintenance and repairs tasks across our range of services.

6. Key responsibilities

- Carry out a variety of reactive building maintenance tasks, which will be varied in nature and will include but not be limited to; general building repairs, joinery, tiling, painting and decorating, external works, drainage works and plumbing, lock changes, door replacements.
- Carry out planned preventative building maintenance in line with a set schedule.
- Complete property inspections and identify essential reactive maintenance works.
- Undertake general facilities support tasks, including furniture building and furniture removals, grounds and site clearance, and keeping areas clean and tidy generally.
- Work individually or as part of a team to complete repair and maintenance tasks.
- Manage and prioritise own workload in order to complete repairs in a timely manner and in accordance with timescales.
- Use relevant IT systems to record all work completed and report it to Property Repairs Manager daily.
- Adhere to TLA health and safety policy and procedures, identify hazards and undertake risk assessments where necessary.
- Communicate effectively with our scheme workers and “clients” to minimise inconvenience when planning and undertaking building maintenance.
- Carry out any other maintenance and repairs duties in a timely manner as required by the Property Repairs Manager.
- Work with TLA values in consideration at all times, Integrity and respect, Professionalism, leadership and learning, Co-production, Quality and continuous improvement, Aspiration, recovery and peer support, Innovation, Empowerment, Inclusion and diversity.

7. Experience and expectations

- Excellent general maintenance skills and ability to work across a broad range of services.
- An excellent understanding of property maintenance services.
- Great customer service and communication skills with experience of working in the social housing sector.
- Experience of managing a workload individually and lone working where necessary.

- Be able to risk assess a job and the required skills and communicate with management if the task requires external contractors
- Access to use of personal tools as these will not all be provided.

8. General

- To commit to TLA's values
- Understand, establish and be committed to professional boundaries
- Committed to own learning and development and new ways of working
- To take part in any course, seminar, conference / learning activity as required
- To attend regular and planned supervision

TLA requires applicants to disclose all criminal convictions and cautions; no matter how long ago they occurred and regardless of whether the offences were committed as a juvenile or adult, including any overseas cautions or convictions. The organisation undertakes an Enhanced Disclosure and Barring Service (DBS) check for all successful candidates and a confirmed offer of employment is dependent on a satisfactory response from the DBS.