

## Maintenance & Repairs Apprentice - Job Description



**Title:** Maintenance Operative

**Location:** BotM Homes, 50 Villette Road, Hendon, Sunderland, SR2 8RN.

**Rate:** Living Wage

**Responsible to:** Asset & Safety Manager

**Responsible for:** No line management responsibilities

**Purpose of the Post:** To to optimise property condition and quality and to ensure the Groups housing assets are kept in a safe condition, meeting and exceeding decent homes standards. They assist with the general repairs and maintenance of Back on the Map housing stock, commercial properties and other managed units. You will work as part of our Repairs and Maintenance Service but will be required to work independently at times and may be asked to supervise trainees. At all times upholding the values of the Charity and contributing toward our strategic objectives of creating **A Better Place, A Stronger Community and An Influencing Role for Residents.**

### Main Duties:

Some knowledge and some experience of general maintenance is essential. The below list is not exhaustive but some of the below skills will be required to fulfil the role;

- General Plumbing; bathroom and kitchen plumbing repairs, blocked sinks etc.
- Joinery; lock repairs, door alignments, door furniture, repairs to kitchen doors and drawer fronts.
- Painting and Decorating
- Meter Reading for electricity and gas meters
- Grounds Maintenance; mowing, weeding, clearing drains, basic pruning.
- Fire Testing; routine testing of smoke alarms, fire doors, emergency lighting etc

Other duties include;

- Support pre-planned and reactive maintenance tasks through the guidance of the Asset & Safety Manager
- Deliver consistent and reliable customer services which meet, and wherever possible exceed, customer expectations
- Identify and resolve any customer problems or complaints in a positive manner.
- Other duties commensurate with the post to meet the organisational objectives.
- Where necessary, promote understanding and awareness of BotM by attending and promoting BotM's work at appropriate events.

- Contribute to achieving BotM objectives within BotM values.

### Key Competencies:

- Communication
- Team working
- Self motivation
- Organisation and planning
- Time management
- Attention to detail

**Brand Values:** The post-holder must ensure all their work, communication and approach conforms to the brand values and house style of BotM and keep up to date and comply with the BotM's Rules, Policies and Procedures at all times.

**Health and Safety:** The Health & Safety at Work Act (1974) and other legislation places responsibilities for health and safety on all employees. The post-holder has a legal duty to take reasonable care of their own health and safety and that of others and they are expected to be familiar with, and adhere to Back on the Map's Health and Safety Policy.

**Child Protection and Vulnerable Adults statement:** BotM is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment. You will be expected to support this approach in the context of your role and to adhere to and ensure compliance with BotM's Child Protection and Vulnerable Adults policies at all times. If, in the course of carrying out your duties, you become aware of any actual or potential risks to the safety or welfare of children and/or safety or welfare of vulnerable adults, you must report any concerns to the Chief Executive.

**Data Protection:** Personal and business confidentiality must be maintained at all times; as must compliance with all regulatory and legislative requirements, policies and procedures. The post-holder will deal with sensitive information on a daily basis and will be subject to the confidentiality policy of Back on the Map, the Data Protection Act and the General Data Protection Regulations (GDPR). Any breaches of BotM data protection will result in disciplinary action.

**Equality of Opportunity:** The post-holder must carry out their duties and responsibilities with full regard to Back on the Map's Equal Opportunities Policy, Code of Conduct and all other policies.

**To be successful in this role you will have**

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- Full, clean, valid Driving Licence is essential as you will need to drive Charity vehicles