

**Job Description**

**1.** **JOB DETAILS**

**Job Title:**  **HomeWorks Maintenance Operative**

**Location: Inverness**

**Team/Directorate:**  Property Services / Customer Services Director

**Responsible To:** HomeWorks Supervisor

**Responsible For:** N/A

# 2. JOB PURPOSE

To deliver an effective property maintenance service to our customers by working individually and as part of a team whilst adhering to all regulatory requirements.

### 3. KEY RESULT AREAS/PRINCIPLE DUTIES AND RESPONSIBILITIES

* Deliver a range of duties connected with the repair and maintenance of Cairn Housing Associations properties to provide effective and efficient service to our customers
* Provide first line advice on to internal and external customers and partner agencies to ensure a consistent service.
* Maintain vehicles and all provided equipment to a high standard in line with company policies to promote the company image.
* Undertake administrative duties as required to support the processes within the department and provide the necessary audit trail.
* Maintain effective document, database and system management in line with Company Policies and Procedures ensure efficient communication and accurate record keeping.
* Perform effective data management to enable accurate reporting and monitoring.
* Deliver services to meet our agreed KPI’s and SLA’s and legislative requirements.
* Monitor appropriate departmental spending in line with Line Management delegation, to keep within allocated costs.
* Schedule projects using individual initiative to ensure efficiency and effective productivity to minimise expenditure and improve service delivery.
* Demonstrate and comply with safe working practices in line with regulatory requirements and company policies and procedures.
* Provide technical advice and guidance on relevant policies and procedures such as tenant alterations or other repairs and maintenance issues, to ensure a consistent service.

**3.2 Key Performance Indicators**

# Meeting the agreed timescales for repairs

* Meet the Right to repair legislation timescales
* Make appointments for further repairs within allocated timescale.
* Ensure all void properties meet with our re let standard
* To ensure care is taken of customers home and leave it safe at the end of the day
* To ensure customers can use all essential services at the end of each working day

# 3.3 Key Contacts – Internal & External

* Inform Tenants of any relevant works to provide transparency and ensure customer satisfaction

# Inform and influence the Property Services and Tenancy Services Teams to provide a professional expert opinion in relation to ongoing and potential investment requirements

# 3.4 Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
* Comply with safe working practices as defined by Cairn Housing Group
* Complete online training as and when required
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
* Report any accidents, incidents or near misses as soon as reasonably practicable.

# 3.5 General

* Be aware of and adhere to Cairn Housing Group policies at all times
* Take part in progress/performance reviews throughout the year
* Cooperate with other Cairn Housing Group departments
* Attend training courses and complete online training modules as required to meet the requirements of the post
* Take responsibility for own personal development, seeking out opportunities to learn new skills
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role
  1. **Other**
* Apply the Cairn Housing Group values and behaviours to every aspect of the role at all times
* Promote and maintain the brand standards of Cairn Housing Group
* Adhere to the codes of conduct expected of a Cairn employee

**JOB TITLE**

**Person Specification**

|  |  |  |
| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training | Educated to Standard Grade/ Nationals or equivalent level in English and Mathematics  Health and Safety awareness | NVQ / C&G Level 1 in Construction Skills – Multi Crafts or other recognised training  SVQ / C&G Level 2 Site Carpentry  SVQ / C&G Level 2 Domestic Plumbing and Heating |
| Experience | Experience of property maintenance services  Workings within the parameters of a contract and ensuring compliance with the scope of works and terms and conditions outlined. | . |
| Knowledge | Understanding of property maintenance, repair and installation requirements across a range of disciplines  Working knowledge of all trades  Knowledge of Health and Safety regulations and implementation | Fire safety Awareness  Management of Asbestos  Legionella Awareness  Water Bylaw awareness  GDPR Awareness |
| Skills | Developed ability to assess, prioritise and organise workloads effectively, to work under pressure and meet deadlines.  Highly Developed to communicate effectively with a wide range of customers verbally, by telephone and in writing.  Developed interpersonal skills to build and maintain working relationships.  Developed in working on own initiative and as part of a team. |  |
| Personal attributes | Ability to work under pressure, co-ordinate a varied and complex workload.  A flexible attitude and approach.  Strong customer/client focus.  A positive, problem-solving attitude.  Respect for others and a commitment to equal opportunities.  Able to accept responsibility and show initiative.  Confident and enthusiastic, flexible, and adaptable.  Commitment to confidentiality. |  |
| Additional requirements | Adapt to changing working environments and work patterns as deemed necessary to meet strategic goals of the service area  Perform physically demanding work for sustained periods  Ability to work at height  Potentially undertake Out of Hours emergency service on a rotational basis  Flexible Working to suit the business needs, work late or out of hours in extreme circumstances  A full UK driving licence |  |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**

**Post Holders Signature: Date:**

**Managers Signature: Date:**