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| Job Title: | Maintenance Operative | | | |
| Organisational Level: | Property and Facilities | | | |
| Hours: | 37.5 | Status: | | Permanent |
| Accountable to: | Property and Facilities Team Manager | Responsible to: | |  |
| Remuneration:  Per annum | £23,000 | Responsible for: | | N/A |
| Location: | Oxfordshire | | | |
| Date produced: | 10/01/2022 | Date for review: | Click or tap to enter a date. | |

**Main purpose of job:**

To carry out maintenance tasks whilst providing accurate up to-date records for planned maintenance and checks under the direction of the Property and Facilities Team Manager. To ensure that Homeless Oxfordshire’s buildings, utilities, and equipment are properly preserved

**Organisational Structure:**

**Main Areas of Responsibility:**

The main duties will include, but are not limited to, undertaking of emergency repairs and on-going maintenance work to all Homeless Oxfordshire’s properties.

* Basic electrical work (changing lamps/tubes/starters)
* Basic plumbing (unblocking toilets, tap repairs/replacements)
* Basic joinery work (fit/repair doors/hinges/adjust closers and window furniture)
* Painting & decorating
* Clearing gutters/drains/gullies
* Low level repairs and cleaning
* Gardening and waste removal
* Planned maintenance and voids repairs/works

Assisting other team members or contractors in completing diagnostic and remedial work and referring any issues to the Property and Facilities Team Manager as appropriate.

Assisting in the maintenance, repair and legislative compliance of all properties as required by working with other team members and external contractors.

Assisting with the efficient disposal of hazardous waste materials including paint products, lamps and tubes in accordance with current legislation.

Working within Health & Safety legislation, reporting any breaches or concerns directly to Head of Property and Facilities in a timely manner.

Routine inspection and fault finding of plant for all mechanical and electrical equipment and the reporting of any faults or concerns.

Hold a full, valid driving license and be able and willing to drive Homeless Oxfordshire’s vehicle to carry out work duties.

Have basic IT skills (emails, basic spreadsheets).

Ensuring work is carried out in compliance with all applicable procedures, safe working practices and statutory requirements.

Wearing appropriate Personal Protective Equipment and ensuring the health, safety and welfare of employees, visitors and contractors is not compromised.

Completion and maintenance of associated records and documents.

Undertaking a range of associated but non-specific tasks as required e.g. tidying work areas, collecting parts/materials, driving/delivering, attending/assisting at fire drills, lifting/carrying furniture/files etc.

Undertaking the necessary training and to attend refresher courses as and when required in order to be able to fulfil the duties of the post.

Assisting with keeping the maintenance areas clean and maintained to a standard that is compliant with current safety regulations and the Homeless Oxfordshire’s Health and Safety Policy.

The maintenance operative will be expected to work in areas at height, in plant rooms and areas where access is restricted. Work will be indoors or outdoors at any time of the year.

Any other reasonable duties, which may be required by the Head of Property and Facilities.

**Other responsibilities:**

* Genuine interest in and commitment work and client group.
* An understanding of and commitment to diversity & equality.
* An understanding of and commitment to Safeguarding vulnerable adults
* Willingness and ability to work hours outside of normal office hours on occasion (time off in lieu will be granted).
* Willingness to work flexibly in response to changing organisational requirements.
* To carry out any other duties and responsibilities commensurate with the post as required.
* The work of Homeless Oxfordshire requires a commitment to work across the whole organisation with other services and departments as appropriate.

**Team-wide responsibilities:**

Homeless Oxfordshire strives to be effective, appropriately challenge people and systems, inspire clients, our partners, and each other. We are responsive to need and compassionate. Above all we are brave and will not give up on people that society may have left behind.

**Responsible for employees**

Provide clear and consistent leadership and line management of the Property and Facilities Team, ensuring they meet all aims, objectives and outcomes.

* Conduct fair and inclusive recruitment processes should the need arise.
* Support the professsional development and wellbeing of the Property and Facilities Team.

**Key working relationships**

* Property and Facilities Team Manager

**Safeguarding statement:**

Homeless Oxfordshire is committed to safeguarding all vulnerable adults, children and young people that come into contact with our services. We believe that all vulnerable adults, children and young people have an equal right to protection from abuse, regardless of their age, race, religion, ability, gender, language, background or sexual identity and consider the wellbeing of the vulnerable adult, child or young person is paramount.

We will take every reasonable step to ensure that vulnerable adults, children and young people are protected where our staff and other colleagues are involved in the delivery of our work. All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.

We expect everyone (staff, board, associates, volunteers and anyone working on behalf of the Company) to have read, understood and adhere to this policy and related procedures.

## Person Specification:

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| **Factors** | **Essential** | **Desirable** | **Recruitment Selection Method**  **(A**pplication**, I**nterview**, As**sessment**)** |
| **Knowledge, Experience, Qualifications, Professional Memberships & Training** | *If the postholder requires a specific qualification to carry out the functions of the role, this should be stated in this section, stating the level of the qualification (i.e. Postgraduate Degree) and the relevant discipline. Some posts may require professional qualifications and accreditations. Consider if relevant experience could be a substitute for a qualification – for example, could an applicant carryout a management role with a substantial amount of experience but no formal qualification?*  *Specify any knowledge the candidate is required to bring to the role such as knowledge of a specific professional knowledge such as health and safety legislation, systems / procedures.* | Experience in a property maintenance role, have proven experience in all aspects of maintenance, fault-finding and repair works.    Experience in paid employment, voluntary work or similar, in an environment where organising work and time were essential to success | A |
| **Communication, Engagement & Relationships** | *The criteria “good communication skills” is vague and covers a range of possible skills. Try to specify the nature and level of communication skills that the job requires e.g. Excellent interpersonal, influencing and negotiation, written and verbal communication skills*   * *Demonstrable ability to communicate complex and sensitive information in an understandable form to a variety of audiences (e.g. public)* * *Able to appropriately build relationships to gain the cooperation of relevant stakeholders (including customers, senior and peer colleagues, other professionals)* * *Able to gain acceptance influence, motivate, persuade, and engage audiences in agreed course of action where there may be significant barriers to overcome* | Ability to deal appropriately with sensitive or difficult situations involving landlords, clients or contractors  Ability to establish constructive, professional relationship on different levels within the organisation and outside | I |
| **Team Skills** | *Include in this section if you job holder needs to be a team player, what attributes are you wanting to see, ways of working, give a sense of the ‘team spirit’.* | Knowledge of Health and Safety regulation and ability to apply those in everyday work  Be organised and able to work methodically in a safe, clean and tidy manner. | I |
| **Analytical, Problem Solving & Judgement Skills** | * *Able to obtain and analyse complex technical data and information* * *Able to identify and resolve risk management issues according to policy/protocol* * *Recognises priorities when problem solving and identifies deviations from the normal pattern and can refer these where required for resolution* * *Analyse, interpret, and present data to highlight issues and risks to support decision making*   *What might they need to overcome – barriers, conflict, pressures/priorities, in the role* | Must be able to use power equipment, negotiate staircases, carry reasonable loads unassisted and work at height using ladders.   * Knowledge of Health and Safety regulation and ability to apply those in everyday work * Be organised and able to work methodically in a safe, clean and tidy manner. * Have experience, ability and understanding in interpreting alarms, etc | I |
| **Planning & Organisational Skills** | * *Able to methodically plan, manage, monitor, advise and review risks and issues and provide resolution* * *Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines* * *Produce timely and informative reports* * *Manage the flow of process and practice* * *Proactively participate in annual reviews for self and for others* | Ability to deal appropriately with sensitive or difficult situations involving landlords, clients or contractors    Ability to establish constructive, professional relationship on different levels within the organisation and outside  Ability to organise own time and work according to daily demands | I |
| **Standards & Compliance** | *Describe any standards such as ways to handle confidential data/information, standards that you set around ways of working and/or professional bodies that you aligned to, what quality controls might need to be met.*  *Describe the behaviour that the person will need to perform the role effectively such as the ability to work independently with minimal supervision or the ability to use initiative and be pro-active. To be able to operate competently regarding managing data and information in accordance with the Data Protection Act (DPA) (2018) and the General Data Protection regulations (GDPR).* | * Be flexible, trustworthy and able to work as a member of a team and be self-motivated when working alone. * Possess a good level of numeracy and literacy with conversational spoken English. * Have a ‘hands-on’ approach and willingness to take on new responsibilities/training opportunities. | I |
| **Equality, Diversity & Inclusivity** | *What might you want to take the opportunity to promote regarding ED&I for this role and/or the expectations of employees as standard in your organisation.* |  | I |
| **Personal / Professional Development** | *What do you want to encourage the job holder progresses with regarding personal / professional development. This may be the basic completion of annual objectives, and/or maintain professional accreditation / registration.* | . | I |

*This job description is a broad reflection of current duties, but it is not exhaustive. It will be reviewed on no less than an annual basis to reflect priorities and developments during the on-going appraisal and performance review process and any organisational change arising.*

**Best Practice Recruitment**

**Equality & Diversity**

The organisation is committed to achieving equality of opportunity for all employees and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the organisation.

**Health & Safety**

The organisation recognises its duties under the Health and Safety at Work Act (1974) to ensure, as far as it is reasonably practical, the Health, Safety and Welfare at Work of all its employees and, in addition, the business of the organisation shall be conducted so as to ensure that all individuals having access to organisational premises and facilities are not exposed to risk to their health and safety. All employees under contract will be expected to comply with all appropriate Health and Safety policies and ensure all statutory and mandatory training is up to date.

**Risk Management**

All employees will always follow risk management policies and procedures. All employees are personally responsible for risk management issues in respect of yourself and colleagues. If you identify a potential hazard you should report it to Property and Facilities Team Manager at once using the organisational incident reporting process. If in doubt you should speak to your manager for guidance.

All employees have a responsibility to report accidents or incidents promptly and when requested, to co-operate with any investigation undertaken. All employees must use the safety equipment provided and report any defects to their manager. You must attend risk management training as directed by your manager.

If you are a manager or have line management responsibilities for employees, a department or area of work, you are responsible for the risk management issues in that area. In conjunction with risk management you will ensure that there is an annual risk management audit in your area, risks are identified on the local risk register and that where necessary, an action plan eradicating risks is drawn up and implemented.

**Policies and Procedures**

Employees are expected to follow organisational policies, procedures, and guidance as well as professional standards and guidelines. Copies of policies can be accessed via the BreatheHR system. The organisation operates a policy which promotes a smoke free environment.

**Appraisal and Personal Development**

The organisation is committed to lifelong learning for all employees and has put in place an appraisal and development infrastructure.

All employees have a responsibility to participate in an annual appraisal with their line manager and to identify performance standards for the post. As part of the appraisal process employees have a joint responsibility with their line manager to identify any learning development needs to meet the agreed performance standards.

**Information Governance**

It is a contractual requirement for the post holder to ensure that as a minimum they acquire the necessary skills to implement good practice in all matters relating to information governance and in particular data which can be attributed to an individual. The job holder must adhere to information governance policies and procedures including the Data Protection Act (2018).

Managers have a responsibility to ensure that their employees are equipped with the necessary tools to use in the implementation of information governance.

**Equal Opportunities**

The organisation is committed to respect for others, equality of opportunity and diversity in the workplace. All managers and employees must know what is expected of them and are responsible for ensuring that this is delivered in practice in their day to day working lives. The organisation will not tolerate any forms of bullying or harassment in the workplace.

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| **Signed:** |  | **Line Manager Name:** | Amanda Murphy | **Date:** | Click or tap to enter a date. |
| **Signed:** |  | **Employee Name:** |  | **Date:** | Click or tap to enter a date. |

