



JOB DESCRIPTION

ESTATE SERVICES

TITLE	Maintenance Technician
DATE	April 2019
LOCATION	Mobile
RESPONSIBLE TO	Estates Services Manager
PURPOSE OF ROLE	To service and report upon the condition of PVC windows and 'Gerda' doors, to undertake an annual maintenance programme including minor repair works. To undertake PAT testing annual programme as directed by the Estates Services Manager (ESM) and Estates Services Team Leaders.

MAIN DUTIES AND RESPONSIBILITIES

To maintain and service PVC windows and 'Gerda' doors in accordance with the manufacturer's recommendations, and undertake and complete post inspection of minor repairs items in communal areas. Complete PAT testing of electrical appliances, Deliver cleaning materials etc to Hostels, undertake minor repair works in hostels, deliver internal post and deliver a 'handyman' service as instructed by the Estate Services Manager (ESM).

GENERAL DUTIES AND RESPONSIBILITIES

- 1) To maintain, service / report in writing to the ESM, any incidents, deficiencies and occurrences with PVC windows / 'Gerda' Doors which may have Health and Safety implications.
- 2) To be available to deal with minor emergency situations (such as make safe windows) at all times during the hours of duty.
- 3) To undertake annual PAT testing programmes for the organisation
- 4) To deliver cleaning materials etc to Hostels.
- 5) To provide a handyman repair service as instructed.
- 6) To remove graffiti and assist caretaking staff when required
- 7) Subject to relevant regulations replace lighting lamps and tubes to all communal areas or tenanted properties.
- 8) To reset time switches as necessary.
- 9) To give immediate attention to any emergency. To call fire, ambulance, gas, electricity, water services and or Police as necessary and to provide a report of the incident and any such relevant details as observed to the ESM as soon as possible afterwards.

- 10) To report any defect, repair or potential health and safety risk in communal areas to the relevant Customer Services Officer (SBC) / Manager. Where appropriate, take such action as will either temporarily or permanently prevent further damage until proper repairs can be affected.
- 11) To accept and pass on to the relevant Customer Services Officer (SBC) any repair reported by a tenant, including details of access arrangements.
- 12) To post inspect minor repairs in communal areas which have been undertaken by external contractors and check the cost and quality of the repair is acceptable.
- 13) To be familiar with Health and Safety procedures and good practice and to implement these in all aspects of working practice and promote them in the team and workplace.

- 14) To affix and re-fix any general estate signs as directed by the ESM.
- 15) To carry out work of a general handyman nature at Sheltered Housing Schemes and hostels both in the communal areas and in residents properties.
- 16) To drive the Company's vehicle on business only and to keep the vehicle in a clean condition carrying out routine checks, such as fluid levels and tyre pressures as appropriate.

- 17) To be familiar with Equal Opportunities good practice and to implement these in all aspects of working practice and promote it in the team and workplace. This includes encouraging service users, relatives and carers to have a voice in the provision of services and acting as an advocate as appropriate.
- 18) To ensure that confidential information, which is made available to the post holder in order that they are able to undertake their duties or is otherwise known to them, is kept confidential and secure at all times.
- 19) You are liable to undertake such other duties as may reasonably be required of you commensurate with your grade, at your initial or present place of work or at any other of South Essex Homes' establishments.

It is South Essex Property Services requirement that an enhanced disclosure from the Disclosure and Barring Service is obtained for the holder of this post.

PERSON SPECIFICATION

PROPERTY SERVICES GROUP

POST: Maintenance Technician

	<u>ESSENTIAL</u>	<u>DESIRABLE</u>
<u>PHYSICAL ATTRIBUTES</u>	Must be able to: Undertake lifting, carrying and cleaning Working on steps and ladders Climbing stairs Moving dumped rubbish Climbing in lofts etc Confined Spaces	
<u>ATTAINMENTS/ QUALIFICATIONS</u>	Numerate and literate Must be capable of maintaining a written log book and understanding written instructions Must be able to use computer systems and emails	
<u>SKILLS</u>	Must be able to communicate with members of the public Must be able to undertake minor DIY repairs and maintenance Must be able to stay calm in difficult situations. Hold a full driving licence and be able to drive a van	Used to dealing with members of the public Previous experience of repairs works Knowledge of PVC Windows
<u>DISPOSITION</u>	Dependable Flexible Trustworthy Team-worker	