

Job Summary:

The Maintenance Operative will provide a repairs service predominantly in Brighton & Hove, however, is expected to travel to Eastbourne, Hastings, Burgess Hill and Haywards Heath to complete repairs. The role is key to providing a responsive and effective maintenance and repair service to our tenants, clients, residential projects and offices. You will respond to repair or general maintenance requests across BHT Sussex, offering a chance to use your experience and skills to provide general maintenance service.

A full, clean driving licence is required as the position involves using the company van to travel from site to site. You will be expected to use within the BHT policy and drive responsibly.

You will be responsible for providing a highly professional customer focused repairs service to BHT Sussex's tenants, clients and staff.

You must have the ability to organise your own workload effectively to meet targets, deadlines and work well within a team.

Responsible to:

- Building and Maintenance Surveyor
- Maintenance Supervisor

Significant Working Relationships:

- a) Tenants of BHT Sussex
- b) Clients of our Residential Projects
- c) BHT Sussex staff
- d) Contractors

Responsibilities/ Duties:

Responsibilities:

The Maintenance Operative role requires a good mix of semi-skilled relevant experience or trades and we will consider applicants with experience or training in the following areas:

1. Painting and decorating.
2. Joinery - first line maintenance of fixtures and fittings, examples: tightening screws on window hinges, maintenance on door handles, minor repairs as a temporary

measure after break-ins, vandalism etc. Replace locks and handles if a repair is not possible.

3. Plumbing - for example, un-blocking sinks, traps and waste pipes, adjustment and re-washing of taps.
4. Internal Glazing – Remedial action after such incidents as vandalism, accidents or break-ins, for example boarding up of broken windows or replacement of small panes of glass
5. Light fittings – To change pendant bulbs, in accordance with safe working practices.
6. Electrics - Carry out PAT testing, in accordance with safe working practices and record the results on a spreadsheet. Relevant training and equipment will be provided.

Duties:

7. Assist with evictions- involves liaising with colleagues and the Bailiff and attending site at the required date/time, lock changes, key safes installation, securing the property, removing contents if required
8. Carry out void inspections and post inspections in Maintenance Supervisors absence.
9. Carry out stock condition inspections- to report back if housing stock is in disrepair so components can be included in major work plans.
10. Purchasing necessary supplies to carry out the relevant work
11. Liaising with Housing services staff through team meetings and improvement workshops
12. To report back locations of services to properties (gas, electric, water meters, keys, key safe codes) to the repairs email box.

Health and Safety

13. To understand and comply with relevant Health and Safety legislation. Training will be provided where necessary. This includes COSHH and the use of equipment.
14. To ensure the health and safety of tenants or colleagues when carrying out any form of maintenance or repair.
15. To use Solo Protect Safety Device during working hours.

Administration

16. To ensure KPI's are being met
17. Maintain records of expenditure and reconcile expenditure monthly
18. Use the BHT Sussex vehicle in line with BHT policy and maintain records as required.
19. Van mileage to be recorded and reported monthly to Maintenance Supervisor

- 20. Close down jobs on Pyramid Messenger. This will involve SMS messages to close jobs down at the time the job is completed.
- 21. Keep your Outlook calendar up to date as part of H&S so team is aware where you are and to ensure time is being used effectively

Customer Focused

- 22. To respond to your customers in a timely and pleasant fashion.
- 23. Follow up any customer queries

I.T Skills

- 24. Basic I.T skills an advantage as it is expected the Multi Operative person will use Outlook, Omniledger, Excel, Word, Access HR and any other systems as required.

It is the duty and responsibility of each employee to familiarise and comply with, BHT Sussex's health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT Sussex and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT Sussex you may gain knowledge of confidential matters which may include manual, electronic personal and medical information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT Sussex's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.

Adherence to and ensure compliance with BHT Sussex's Safeguarding Policy and Procedure at all times. If, in the course of carrying out the duties of your role, you become aware of any actual or potential risk(s) to the safety or welfare of clients, these concerns must be reported to your line manager in the first instance.

Actively promote and live out BHT Sussex values of 'Inspiring Change'; 'Delivering Excellence'; 'Empowering People'; 'Being Accountable' and 'Collaboration'.

To assist with identifying and reviewing strategic risk, and to be responsible for the management of specific risks delegated to you from time to time.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.