



Maintenance Operative

Housing Services

Person Specification

Ref: 988

This post requires that the post holder has the following skills and experience to fulfil the job description.

When completing your application form, in section 6 “Person Specification” please address yourself to each of the points underlined. Please number each point and clearly explain how your experience, skills and knowledge meet the requirements specified.

Application forms without this completed section will not be accepted.

Essential Experience:

1. Experience in maintenance and repair work
2. Experience in working within the housing sector
3. Experience of liaising with tenants, clients, staff and contractors
4. Experience of working in a busy environment
5. A full, clean driving licence is required

Skills/ ability/ knowledge:

6. A working knowledge of repairs and the experience of using this in your role(s) within social housing
7. Ability to manage and plan your own workload, work independently under pressure, and effectively prioritise
8. Experience and skill in decorating, plumbing, glazing, basic carpentry, locksmith, general maintenance
9. Excellent proven customer care skills including an ability to deal with customers and situations effectively
10. Enthusiasm and passion for the job including a creative approach to work and a “can do” attitude

11. To work well within a team
12. Determination to provide the best possible service to tenants and other clients
13. Ability to work collaboratively with clients/tenants and BHT Sussex staff in the design and delivery of service
14. Ability to listen and communicate effectively with a wide range of people and organisations
15. Ability to set professional boundaries
16. Ability to work within defined policy and procedure
17. Commitment to equal opportunities
18. Basic I.T skills required to use internal systems as required