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**JOB DESCRIPTION**

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| Job Title  **Maintenance Operative** | |  | | |
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| Department **Facilities and Estates Dep** | Team **Maintenance** | | | |
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| Reports to **Maintenance Supervisor** | | | |  |
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| Responsible for (number of supervisees) **0** | Job Grade | | | |
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| Location  **YMCA North Staffordshire Property Portfolio** | Contract Type | | | |
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*“YMCA is a Christian organisation, committed to Equality and Diversity in the Workplace. The Organisation is also committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment*.”

**Purpose of the Job**

To Maintain the property portfolio including community housing stock the grounds to a high standard set by the YMCA and to carry out repairs in a timely manner as to reduce void rent loss. To uphold and maintain the Christian values and ethos of the YMCA

**Main duties and responsibilities**

The job holder is required to:

1. Comply fully at all times with the YMCA's policies and procedures relating to Safeguarding, Equality and Diversity, Professional Boundaries, and Health and Safety and to undertake training in these areas when required.
2. Complete work from prepared job sheets to YMCA standards
3. Work within agreed budgets
4. Carry out painting, decorating and fitting out to the agreed standards
5. Arrange the handover of completed properties to the relevant scheme.
6. Furnish new properties and developments.
7. Take delivery of carpets, white goods and furniture.
8. Arrange appointments and meet with external contractors where necessary
9. Monitor all aspects of safety, security and compliance with current legislation; Ensure that the working practices properties and places of work are safe
10. Carry out maintenance and repairs works
11. Use company vehicles for taking materials and equipment to and from site; furniture and white goods collection/delivery/disposal and the disposal of unwanted household rubbish.
12. Responsible for maintaining adequate stock of materials on site to complete the work; ensure that tools are maintained to high standard and are stored safely
13. Undertake such other duties as may reasonably be required.

**Scope and Limits of authority**

The post holder is responsible to the YMCA Campus Maintenance Supervisor.

**SKILLS and ABILITIES**

1. **Specific Qualification, Experience and Track Record**

1.1 Complete works from prepared job sheets to YMCA standards

1.2 Work within agreed budgets

1.3 Carry out maintenance and repair works

1.4 Carry out refurbishing works and decorating to an agreed standard

1.5 Arrange appointments with customers, support staff and external contractors where necessary

1.6 Monitor all aspects of safety, security and compliance with current legislation; ensure that the working practices, properties and places of work are safe

1.7 Use company vehicles for taking materials and equipment to and from site; furniture and white goods collection/delivery/disposal of unwanted household rubbish

1.8 Responsible for maintaining adequate stock of materials on site to complete the work; ensure that tools are maintained to high standard and are stored safely

1. **Special Knowledge and Requirements**

2.1 Maintaining confidentiality

2.2 Working as part of a team and highlighting any work that needs to be done by team member

2.3 Effective communication skills to report any repairs / replacements

2.4 Experience of working alongside vulnerable adults (if not you will undergo training on this)

1. **Additional Job Requirements**

3.1 Ability to drive and have own transport

3.2 Ability to remain calm under pressure and difficult situations

3.3 Must be self-motivated with a positive can-do approach

3.4 Strong commitment to equality and diversity

3.5 Must be able to demonstrate a commitment to our Values

3.6 Ability to undertake the physical demands of the role which require some physical lifting, carrying,

bending and use of ladders

**CORE COMPETENCIES**

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|  | **Descriptor** |
| **Communication and Clarification** | Presents clear messages using a range of techniques. Identifies active listening as a key component to effective communication. Appropriately influences others. Is concise and persuasive with a wide range of audiences. Effectively promotes Brighter Futures’ values, purpose and services. |
| **Creativity, Innovation & Adaptability** | Proactively sources and develops ideas. Solves problems, bringing improvements to services and resources. Modifies style and approach to achieve goals and effectiveness. |
| **Commitment & Customer Focus** | Committed to and focused on the views and needs of customers and other stakeholders. Ensures that customer needs are at the core of Brighter Futures service provision and take a non-judgemental approach to issues. Remains resilient and positive in seeing things through. |
| **Relationships & Team Working** | Develops and maintains positive relationships with a variety of people. Appropriately networks internally and externally for the benefit of Brighter Futures, its services and customers. Displays self-awareness, respect and integrity in all relationships. |
| **Respect, Integrity & Open Mindedness** | Understands and works within Brighter Futures commitment to equality and diversity. Respects and values the diversity of colleagues, customers and the wider operational environment. Understands and respects other people’s points of view. Demonstrates commitment to enhancing and developing Brighter Futures services in line with principles of equality and diversity. |
| **Accountability, Self-Reflection & Development** | Takes ownership, meets responsibilities and honors commitments. Is open and committed to continuous development. Applies new information and learns from experiences. Shares knowledge and learning and recognises own strengths and areas for development. Is open to receiving feedback about own performance. Can identify and discuss own mistakes and failings and takes steps to rectify them to improve performance. Presents a calm, competent and professional image to customers and other employees. |
| **Engaging with and Supporting Change** | Is proactive, responsive and adaptable. Inspires others to positively engage with changes. Constructively and appropriately challenges change appreciating Brighter Futures need to remain flexible and break from tradition for the benefit of the customers and the mission of the organisation. Remains resilient and sees things through and is able to remain effective under pressure. |

This appointment is subject to:

* DBS clearance
* 2 references
* The employee will be expected to undertake any appropriate training provided by the employer to assist them in carrying out their duties