



JOB DESCRIPTION

Job Title:	Repairs and Maintenance Multi-trade Operative
Pay Range:	£33,000 – £41,000 (depending on experience)
Hours:	35.00 hours per week
Work Pattern:	Monday - Friday
Location:	Clapton Park Management Organisation (CPMO), London E5 0HL
Responsible To:	Repairs and Maintenance Manager
Responsible For:	N/A

Main purposes of the Job

As a multi-skilled operative, you will carry out a wide range of maintenance and repairs work in a safe and responsible manner.

Your duties will include undertaking a range of routine and planned maintenance repairs within our residents' home likely to involve one or a combination of the following trades: Plumbing, Carpentry, Internal/external doors repairs including locks, Joinery, Painting/Decorating, Plastering, Wall and Floor Tiling

The ideal candidate will be DBS compliant. Ideally, you will have a recognised qualification or proven experience in a core trade and experience and knowledge in a range of other maintenance tasks. You will also have experience of completing repairs, first time right, and undertaking work using the National Schedule Of Rates (SOR). You will be able to fault find and accurately diagnose and undertake the required repair(s), deliver a high standard of customer care to our residents and be able to work well as part of a team.

Due to the nature of the role, you should be physically fit and be able to lift to 25kg and capable of moving and transporting tools and other equipment between locations.

You will provide a high standard of repairs and maintenance service to primarily tenanted and occasionally to leasehold dwellings in accordance with Clapton Park Management Organisation's (CPMO) management agreement with Hackney Council.

You will support the Repairs and Maintenance Manager (R&M Manager) work of identifying and planning a maintenance programme of works and its delivery across the estates, sharing all relevant information related to day-to-day maintenance work completed with CPMO's administrative team, and ensure such information informs stock condition records and forward planning

You will also work with the CPMO's administrative team to ensure that relevant repairs data is captured and recorded accurately on the housing management system for timely and effective decision-making purposes

As one of the first points of contact with CPMO's residents demonstrate a high level of customer service at all times

Main duties and responsibilities

Identifying and managing repairs/materials

Carry out responsive repairs; the list of tasks provided gives an indication of the range of work you would be expected to undertake but is not exhaustive

- Planning ahead by routinely keeping abreast of scheduled works for the week ahead so as to ensure adequate arrangements are in place to guarantee the successful completion of each scheduled job
- Responsible for ensuring adequate stock level is always in place
- Identify the correct material(s) required for each job to guarantee the successful completion of each job 'first time right'.
- Keep the Repairs and Maintenance Manager/administrative team informed of jobs which are completed and/or requires a referral/variation at the end of each working day.
- Clearly identify additional work where this is required; advise the R&M Manager/Administrative Team of follow on works to allow for the appropriate scheduling as required to CPMO's direct labour team or an external contractor.
- Attend evictions and forced entries as directed to support the process as and when needed
- Undertake day-to-day repairs to the internal and external of properties which fall within CPMO's management area of responsibility
- Repair/report defective communal lighting
- Complete electrical works with a proven level of competency/certification
- Report communal repairs which come to your attention across the estates to CPMO's administrative team to progress repairs in a timely manner
- Routinely diagnose repairing obligations and support the R&M Manager with diagnosing complex repairs
- Liaise with residents regarding access and scope of work
- Provide support to the TMO's estate inspections as needed so as to add value
- Acts as the TMO's 'eyes and ears' on the ground by reporting potential tenancy breaches; hazards; health and safety concerns identified across the estate

Health & safety and Security

- Report and/or remedy health and safety hazards at the earliest opportunity to eliminate risk to the organisation
- Record and report any suspicious behaviour on the estates
- Report to the Housing Services team/Administrative team any signs of vandalism or anti-social behaviour on the estates
- Ensure void property is appropriately secured at the end of each working day with updates on progress shared with the R&M Manager.
- Take all necessary precaution to ensure own health and safety

Person Specification			
	Requirements	Essential/ Desirable	Evidence through: Application Form(AF) Interview (Int)
	Qualification, Knowledge and understanding		
1	A relevant qualification in at least one core trade or gained through demonstrable experience over the last 3-4 year.	Essential	AF, Int
2	Use/familiar with IT	Desirable	AF
3	Proven experience of general building repair and maintenance	Essential	AF; Int
4	Experience and skills in carpentry (e.g. replacing door locks; repairing fence panels)	Essential	AF; Int
5	Good at general plumbing (e.g. fittings renewal; fixing leaks)	Essential	AF; Int
6	Plastering, painting and decorating.	Essential	AF; Int
7	Demonstrates a proactive approach to building repairs and maintenance work	Essential	AF; Int
8	Good level of customer/resident care with a focus on good verbal communication skills	Essential	AF; Int
9	Ability to identify, report and remedy essential repairs within residents homes, empty properties and around the estate generally	Essential	AF; Int
10	Able to lift heavy materials, climb stairs, and work in confined spaces	Essential	AF; Int
11	Able to provide consistently, high-quality repairs to identified timescale	Essential	AF; Int
14	Able to work on own initiative and as part of a small team	Essential	AF; Int
15	An understanding of the use of Scheduled of Rates codes	Desirable	AF; Int

16	Highly skilled in one trade listed on the below Repairs tasks*, and competent to carry out 70% of the repairs listed with the other trades.	Essential	AF; Int
	Equal Opportunities		
17	An understanding of equality and diversity	Essential	AF; Int

The list below is a guide and not an exhaustive list of tasks

WET TRADE	CARPENTRY	PLUMBING
<ul style="list-style-type: none"> -Repairs concrete step -Renew glazed wall tiles/floor tiles Marley/vinyl -Fit air brick- include internal vent -Cut out cracks and make good plaster -Repair quarry tiles floor -Repair floor screed. 	<ul style="list-style-type: none"> -Ease and adjust door/window -Force entry and repair/replace locks -Board up opening -Renew architrave/skirting -Renew weatherboards -Renew/refix door stops, frames, window board etc -Renew items of furniture to door/windows -Repair/renew/fix floorboard, kitchen units, pipe casing, fix stairs treads, risers, newels, balusters -Renew/fix worktops -Renew/refix baths and studding -Renew/repair the internal door and frame. 	<ul style="list-style-type: none"> -Renew/overhaul ball valve -Clear blockages to sinks, baths, WC's and drains soil stacks and rainwater outlets -Overhaul domestic water storage tank -Renew drain dock/stop cock gate valve Repair/overhaul/renew taps (all type) -Remedy leaks to waste to traps, cistern etc -Renew waste pipe/trap Overhaul/repair WC cistern -Remedy frozen pipe(s) -Renew bath/basin/water storage tank/WC/cistern complete -Fit new s/s sink and base unit. -Repair/renew water pump systems; water tanks
ELECTRICAL		
<ul style="list-style-type: none"> -Basic electrical works to complement reactive works. -Electrical works with a proven level of competency/certification 		