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| **Post title:** | Maintenance Operative |
| **Grade:** | CD-G-H-I (career graded) |
| **Responsible to:** | Team Leader |
| **Staff managed:** | Manages operational frontline staff at Mentor level |
| **Directorate:** | Community Development |
| **Service:** | Homes and Places |
| **Job family:** | **OS - Operational Support** |
| **Date of issue:** | November 2023 |

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| Job context |
| The Homes and Places Housing Maintenance team are responsible for ensuring the Councils social housing portfolio of circa 8,000 dwellings is maintained to meet all current regulatory and legislative standards.  Locality based operational teams focus on the following work programmes:   1. Repairs Team – responsible for responsive repairs and maintenance, including out of hours call out for emergencies. 2. Improvement Team – responsible for void refurbishments and adaptations. 3. Construction Team – responsible for new construction and major refurbishment projects.   As a Maintenance Operative you will be allocated work within one of the above teams and will be monitored by a Team Leader for that team as required.  You will take responsibility for own area of work, ensuring behavioural, quality and safety standards are adhered to.  As part of your employment, you may be required to work in a different team or location to enable the service to meet its targets.    The postholder will be expected to undertake professional, mandatory and skills-based training to develop knowledge, skills, behaviour and expertise.    The role involves spoken and written communication, so a confident use of the English language is required. |

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| Operational management: | Entry Level, Apprentice/Trainee Labourer, the postholder will:   * Assist trained operatives in carrying out domestic repairs and maintenance as per the work orders or instructions provided * Assist in the recording and monitoring of supplied equipment as necessary * Work to expected Health & Safety standards and safe systems of work * Undertake professional, mandatory and skills-based training.     On satisfactory completion of a Maintenance Operations apprenticeship, a Bricklaying apprenticeship or Plastering Skill start Level 1 & 2 Course (or equivalent), satisfactory appraisal and assessment against the Councils behaviours framework, the postholder will progress to Maintenance Operative single trade where the core responsibilities will be:   * Carry out domestic general building repairs such as plastering, bricklaying, roof repair, tiling, painting, basic plumbing such as replacing rainwater good and isolating water supplies to carry out work as per the work orders given, or construction specification * Record and monitor supplied equipment as necessary * Work to expected Health & Safety standards and safe systems of work * Undertake professional, mandatory and skills-based training.     On satisfactory completion of Level 3 NVQ Level 3 in Bricklaying or Level 3 Plastering or Site Supervisor Safety Training Scheme (or equivalent), a Level 2 NVQ (or equivalent) in another trade, satisfactory appraisal and assessment against the Council’s behaviours framework, the postholder will progress to Multi Skilled Maintenance Operative where the core responsibilities will be:   * To carry out maintenance and repair general builder work as per work orders or specification. * To carry out maintenance and repair work for the secondary trade in which you are trained * Record and monitor supplied equipment as necessary * Work to expected Health & Safety standards and safe systems of work * Undertake professional, mandatory and skills-based training.   At this grade further training will be available to enhance the skills base as required.  Please note: For any Maintenance Operative applicants who do not possess an NVQ level 2 or 3 but have gained years of experience in the trade, we will carry out Skills tests to prove competency at these levels.  On the satisfactory completion of internal Customer Service, IT and HR related courses, Housing Health and Safety Rating System (HHSRS) Training, IOSH Managing Safely & ILM 4, satisfactory appraisal and assessment against the Councils behaviours framework, and consistently demonstrating quality workmanship the postholder may progress to Mentor Maintenance Operative where the core responsibilities will be:   * To provide mentoring to Maintenance Operative colleagues as required * To ensure the apprentice fully experiences the range of tasks required to pass their qualification * To provide required feedback in line with apprentice’s training * To audit van stock and carry out van checks on a regular basis * To ensure work is carried out to expected Health & Safety standards and safe systems of work * Undertake professional, mandatory and skills-based training.   The role(s) will come with a Council vehicle, the postholder will be responsible for carrying out routine vehicle safety checks as required and must ensure compliance with requirements relating to vehicle use and maintenance. |
| Resource management: | At entry level and above:   * Abide by the Councils policies associated with fleet vehicles * Carry out routine safety checks as required and report any defects promptly * Ensure vehicle and contents are kept clean and tidy * Drive the vehicle to maximise fuel economy, minimise wear and tear and provide safe regard to other road users * Liaise with and assist all service colleagues to ensure the efficient and effective co-ordination of all maintenance works. * Maintain and ensure all tools / supplied equipment are in good working order with all necessary safety checks undertaken, completing all necessary records. * Comply with the Councils purchasing rules and responsible for allocated van stock, effective stock management and stock-taking   At Single Trade level and above:   * Responsible for supervision and training of apprentices and other employees e.g., labourer or handyperson, where appropriate * Manage own workload under the guidance of the Team Leader where needed   At Mentor Level:   * Responsible for supervision and training of apprentices and other employees e.g., labourer or handyperson, where appropriate * Comply with the Councils purchasing rules and responsible for allocated van stock, effective stock management and stock-taking |
| Partnerships: | At Entry and above   * Responsible for liaison with internal staff, tenants and merchants   At Skilled level and above   * Liaising with Team Leaders, client officers, consultants and contractors   At Mentor level   * working in conjunction with course tutors for all levels * providing regular feedback to Labourers/Maintenance Operative at all levels as required * Liaising with Building Control as needed |
| Communications: | At all levels:   * Able to work with and communicate effectively with customers, colleagues, contractors and suppliers. * Liaise with Housing teams to ensure a proactive, joined-up service is delivered to the community. * Assist in the preparations of reports and surveys e.g., for insurance / disrepair claims |
| Systems and information: | At all levels:   * Responsible for maintaining the safe and secure movement of data in accordance with Councils ICT and Data policies. * Responsible for accessing and updating systems in respect of works orders and any follow up work i.e., accurate recording of time and material   At Mentor level:   * The post holder is required to undertake duties that require the use of Word, Excel, Email |
| Safeguarding: | * The post-holder will adhere to all the Council’s Safeguarding policies and procedures |

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| Person Specification: |  |
| Essential | **Desirable** |
| Knowledge and Experience  At single trade level and above   * Relevant qualifications and experience in a specialist trade relating to domestic building operations with a good working knowledge of other trade areas associated with the primary area of experience, such as, but not exclusive to groundworks, bricklaying, painting, plastering, tiling and roofing. * Experience working in a domestic setting * Familiarity with building materials, tools and machinery used in the repair, maintenance, or construction of homes * Understanding of Health & Safety * An understanding of Building Regulations at Multi-skilled level   At Mentor level   * Experience in the application of appropriate personnel policies and procedures * Supervisory experience in a construction background | Dependent on the operational team:   * Experience of social housing environment * Experience working in a new build environment, with awareness of construction related legislation and practices * Competency (through training and experience) in other trades * CSCS Blue Card or Above * Experience in allied trades (Joinery / Plumbing) |
| Occupational Skills   * Good verbal and written communication * Ability to work efficiently to complete minimum daily workloads to meet business demand * Able to conduct informal risk assessments within area of responsibility. * Able to plan and record own workload and material use * Customer care skills * Comfortable with the use of technology and able to use handheld mobile device   At Mentor Level   * Problem Solving Skills - Uses creativity and innovation to generate solutions for difficult issues. Identifies possible causes of problems and implements solutions to minimise future occurrence. * Project Working Skills - Takes responsibility for specific aspects of a project. * Resilience - Manages pressure effectively and copes well with setbacks. * Able to produce Risk Assessments and Method Statements for various work tasks | Dependant of post level   * Ability to read from architects’ drawings * Asbestos Awareness at all levels * Experience working with a repairs scheduling system |
| Behaviours   * A positive disposition and commitment to teamwork. * Committed to presenting a positive image of the Council. * High levels of customer care suitable for work in tenant's homes. * You are as comfortable working on your own as you are as part of a team * A commitment to the principles of continuous improvement within a developing team * Able to communicate efficiently and courteously at appropriate levels   LINK |  |
| Professional Qualifications   * See Career Progression section below for more information * CSCS card at all levels   At Mentor Level   * IOSH Managing Safely * HHSRS qualification * ILM 4 | * Good standard of education including English and Maths at GCSE grades 4-9 or equivalent |
| Other Requirements  At all levels   * Full driving licence. * Comply with tool policy. * The role involves use of scaffolds and/or ladders, the postholder needs to be physically fit * Able to plan and record own workload and material use * A commitment to continuous improvement   At single trade general builder level and above   * Able to provide an out of hours emergency service on a rota basis, if required |  |

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| Career progression: |
| * At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g., apprenticeships and work shadowing/coaching. * As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities. * This post includes progression based on a career scheme under which specific knowledge, experience training and/or qualifications are a requirement for movement between particular grades. In the case of this post, the requirements are as follows:   LEVEL ONE – APPRENTICE/TRAINEE - the post holder is required to join and successfully complete Maintenance Operations apprenticeship, an NVQ Level 2 Bricklaying or Plastering course and gain an Apprentice or Trainee CSCS card, moving to a gain a blue skilled worker CSCS card on completion of the NVQ level 2  LEVEL TWO - SINGLE TRADE - the post holder is required to be working towards gaining an NVQ Level 3 in Bricklaying or Plastering and an NVQ Level 2 in another trade, or the SSSTS certification and gain a gold skilled worker card on successful completion of the NVQ level 3  LEVEL THREE - MULTI SKILLED - the post holder may work towards gaining further qualifications as required by the Council, such as: -   * PAS 2030: Building Fabric Measures – Insulation including cavity walls, pitched roof, flat roof, external wall, internal wall, hybrid wall, floor and draught proofing * Damp Proofing installation course * Plant Operative CPCS card * PASMA certification * SSSTS or SMSTS certification * NVQ Level 2 Construction Operatives: Drainage Construction, SHEA Drains and Sewers Certification or Professional Drainage CPD Certification * NRSWA Operative (Streetworks) Training     LEVEL FOUR – MENTOR LEVEL in order to reach this level the post holder is required to have successful completed internal Customer Service, IT and HR related courses, Housing Health and Safety Rating System (HHSRS) Training, IOSH Managing Safely & ILM 4.  The structure chart below shows some potential career progression opportunities linked to this particular role: |

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| Structure |
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NB – Assessment criteria for recruitment will be notified separately.  
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.