

JOB DESCRIPTION

JOB TITLE:	General Maintenance Assistant (GMA)
TIER:	3
JOB FAMILY:	General Operative
REPORTING TO:	Team Leader
RESPONSIBLE FOR:	No Direct Reports

ROLE SUMMARY

To ensure the Property Repairs Team is developed as a flagship service that is great, consistent, and modern.

You will be required to demonstrate relevant trade skills and knowledge through the provision of a high-quality service, achieving recognised industry, and believe housing standards.

To deliver a first-class, effective, customer-orientated service to internal and external stakeholders whilst maximising high standards of health and safety, performance, and value for money. All aspects of the role will be undertaken using a multi-skilled approach to complement our right-first-time ethos.

MAIN DUTIES AND RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your performance and development review (PDR), the points below are a summary of your main duties and responsibilities:

DELIVERY

1. Undertake all aspects of the role, in a way that is agile, flexible and meets customer demand, ensuring that the vision and goals of the Property Repairs Team are achieved.



2. Adopting a multi-skilled whole job approach to completing repairs, that achieves believe housing and recognised industry standards of compliance, quality, and customer satisfaction.
3. Manage all risks and health and safety in your area of responsibility in line with current legislation and regulations, organisational health and safety policy, risk assessments and safe working practices while actively demonstrating the removal and/or reduction of risk where possible.
4. Take responsibility and ownership for individual performance, productivity and high standards of work ensuring a positive 'can-do' attitude.
5. Act as an ambassador, delivering a great property experience and excellent customer service to all stakeholders.
6. Responsible for problem-solving and prioritisation of work while balancing customer need, risk, and availability of resources.
7. Adhere to all operational policies, procedures, and protocols.
8. To operate ICT hardware and systems in line with protocols, effectively and efficiently, receiving and updating accurate and relative information when required and in real-time.
9. Take responsibility for all organisational equipment issued e.g. company vehicle, plant, electronic equipment, and so on.
10. To manage impressed van stock and replenishments effectively and efficiently.
11. Contribute to the continuous improvement of the service, by suggesting initiatives that may improve service delivery and working positively to champion, develop and implement any new ideas/processes that are introduced.
12. Undertake organisational and vocational training as required and share skills with others, including mentoring trainees.

TEAMWORK

13. Working collaboratively with colleagues across believe housing to ensure that Property Repairs is seen as an innovative, modern, and forward-thinking directorate.



14. Act as a role model for the organisation's values and culture in line with the values and behaviour framework.
15. Through innovation, learning and collaboration, support and embed a culture of business improvement.
16. Build and maintain effective internal and external relationships at all times.

ORGANISATION WIDE

17. Demonstrate believe housing's values and behaviours.
18. Deliver financially viable and economically effective services, seeking to gain maximum benefit from the use of resources and increasing social value.
19. Ensure that services fully comply with all organisational, legal, and regulatory policies and procedures.
20. Be responsible alongside the Property Repairs Management Team for the effective utilisation of organisational assets and resources.
21. Comply with organisational confidentiality, data, and information security policies at all times.
22. Do the right thing for our people, our business, and our customers.

Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

PERSON SPECIFICATION

	Essential	Desirable	Method of Assessment
Qualifications	▪ Entry level qualifications in English Language and Mathematics or equivalent, including good communication skills ▪ Full UK driving licence and ability to be mobile	▪ Relevant CSCS or equivalent skills card ▪ General asbestos awareness training	▪ Application Form ▪ Selection Process ▪ Pre-employment checks
Experience	▪ Experience in the maintenance and / or construction industry ▪ Knowledge of Health and Safety legislation in the workplace, applying to self and others ▪ Experience of collaborating and working as part of an effective team	▪ Knowledge of construction related activity ▪ Experience or the ability and aptitude to carry out various minor building repairs	▪ Application Form ▪ Selection Process
Skills / Knowledge	▪ Good level of ICT skills and open to learning new skills ▪ Good level of interpersonal and communication skills ▪ Ability to work collaboratively and influence others, individually or as part of a team ▪ Flexible approach and a willingness to adapt to and work effectively within a variety of situations	▪ Experience of delivering a high level of customer service ▪ Champions innovation and encourages ideas	▪ Application Form ▪ Selection Process

Values

▪ Ability to use own judgement and initiative to take ownership of decision making ▪ Ability to prioritise workload and work well under pressure to meet targets and deadlines ▪ Transparent and open, acting with integrity and able to build high levels of trust ▪ Resilient and able to work under pressure		
People: People are at the heart of everything we do. In our communities the way we listen and respond to people will determine the way we grow. It is only by connecting with and trusting people that living can be fully brought to life. Customers: Push the boundaries of customer service and added value through proactive behaviour. Because the smallest detail can make the biggest difference, outstanding must be the new standard and the new routine. Proud communities: Taking responsibility and feeling confident only occurs when there is a sense of pride and optimism at home. Positive steps lead to more positive steps and as a result, there is an ability to create and seize better opportunities	▪ People focused in approach to strategy and service development ▪ Takes responsibility and drives service improvement	▪ Application Form ▪ Selection Process