

Role Profile

Job Title: Maintenance Assistant

Team: Facilities and Maintenance

Reports To: Facilities and Maintenance Manager

Period of Post: Permanent

Location: Primarily based within Broadmeadows Estate, Symington, Ayrshire and working within the communities in which the organisation is active/potentially active (mainly Ayrshire/West of Scotland).

Hours of Work: Normally 35 per week.

Additional hours may be required to be worked in order to meet the needs of the service.

Salary Scale: The salary scale for the post is:

- Point 18 - £22,533
- Point 19 - £22,653
- Point 20 - £23,127

Job Purpose: To carry out works required to repair, maintain and improve the buildings and facilities throughout the organisation.

Key Responsibilities:

- Repairs and Maintenance
- Health and Safety
- Provide a responsive and professional service
- To maintain effective communication

Key Activities:

The postholder will be responsible for the following activities:

Repairs and Maintenance

- Carry out repairs and maintenance work as requested by the Maintenance and Facilities Manager such as joinery, plumbing, electrical and general building works.
- Ensure that all work is carried with minimum disruption to customers, team members and members of the public.
- Carry out routine checks on buildings across the organisation and identify works required.
- Carry out regular testing of appliances and equipment and arrange repairs as necessary.
- Liaise with external contractors in relation to specialised work.
- Ensure that the service vehicle is maintained to a roadworthy standard.
- Maintain a sufficient stock of sundry parts and materials.
- Complete and maintain written records in relation to all maintenance and repair work.

Health and Safety

- Use and maintain any machinery and equipment in line with health and safety procedures and instructions provided.
- Use and maintain all Personal Protective Equipment (PPE) as directed.
- Ensure that all work is carried out safely and effectively.
- Ensure that all materials are stored securely and in line with relevant health and safety regulations.
- Complete all required written records in line with organisational health and safety policies and procedures.

Provide a responsive and professional service

- Engage with customers and team members to provide a responsive, helpful and excellent quality service.
- Undertake driving duties as required including collection and delivery duties.

- Engage with external parties in a polite and professional manner.

To maintain effective communication

- Participate in the development and maintenance of effective communication systems.
- Contribute to and participate in regular team meetings.

General

- Ensure the values of Hansel are reflected in your work and that all services provided are delivered in line with our vision and core values
- Ensure that the rights, choices, dignity and safety of our customers are promoted appropriately
- Assist in the development of a 'Continuous Improvement' culture
- Represent the organisation in a professional manner at all times
- Ensure compliance with all regulatory, statutory and legal requirements
- Recognise and respect the diversity of internal and external customers
- Ensure you comply with your duties and responsibilities under Adult Support and Protection legislation
- Ensure that the policies and procedures of the organisation are followed at all times
- Attend training and supervision sessions as requested by the line manager.

This list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time. The post holder will be responsible for a combination of the objectives described above dependent upon the requirements of the organisation and customers.

PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
EXPERIENCE		
Direct experience of providing a maintenance and repair service	✓	
EDUCATION AND TRAINING		
Minimum of SVQ Level 2 in a relevant discipline i.e. joinery, plumbing, electrical, building or equivalent	✓	
Portable Appliance Testing qualification		✓
KNOWLEDGE & SKILLS		
Thorough knowledge of health and safety in the workplace	✓	
Good time management skills	✓	
Ability to follow instructions efficiently	✓	
Ability to operate effectively as a member of a team or on own initiative as required	✓	
Customer focussed	✓	
Proficiency in the use of computerised information systems including Word, Excel, databases and internet research		✓
CREATIVITY & INNOVATION		
Ability to identify opportunities for service improvement	✓	
Ability to implement a range of effective service systems		✓
COMMUNICATION		
Excellent interpersonal skills and able to communicate effectively at all levels	✓	
Effectively represent the organisation at meetings and other relevant events	✓	
Ability to collate and present information in a range of formats	✓	
DECISION MAKING		
Excellent problem solving skills	✓	
Ability to effectively manage competing demands	✓	

PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
Ability to resolve issues or provide advice and guidance as necessary	✓	
Ability to respond effectively in an emergency situation	✓	
DIVERSITY		
Respect for diversity	✓	
OTHER ATTRIBUTES		
Prepared and able to work outside normal working hours to meet the needs of the service		✓
Full UK Driving Licence and access to a vehicle		✓