

Job Profile

Job title: <i>Repairs and Maintenance Operative</i>	Salary: £33,771.50
Main purpose of role: To be responsible for servicestore operations including but not exclusive to technical repairs and maintenance/gardening & landscaping, grounds maintenance/clearance services. To carry out a variety of supervision functions to ensure all service requirements and deliverables are met, providing a high-quality value for money service. To ensure that a full range of services are provided to residents and customers efficiently and effectively through flexible working arrangements, excellent performance and resource management. To respond to all service requests ensuring they are completed in time and on budget. To promote key services to relevant audiences to help maximise take up and achieve key income targets.	
Department: <i>Service store</i>	Location: Town Hall, Walthamstow
Position reports to: <i>Service store Operations Manager</i>	Position is responsible for: N/A

Main duties
<ul style="list-style-type: none"> • To support the Operations Manager with ensuring value for money in reviews/inspections/audits and assist in implementing changes to ensure that a high quality service delivery is provided by the service store Team to all customers. • To monitor and report on the quality and standard of service provided by Servicestore Operatives • To ensure that agreed performance levels are achieved and maintained with detailed records kept and inadequacies resolved promptly by maintaining excellent customer relations. • To develop a working relationship with all customers, businesses, partners, including all Council staff and their partner agencies to provide an effective coordinated level of service. • To carry out repairs in plumbing, electrical and safety systems, fabrics in residential and commercial properties. • To carry out carpentry work to include but not limited to door hanging, skirting board installation, fence repair and installations and shelving. • To carry out soft and hard landscaping • To allocate job schedules to servicestore operatives and apprentice staff ensuring all booked in jobs are attended to and completed on time • To support the Operations Manager to order and monitor all supplies, equipment and personnel necessary, including keeping inventories to ensure that service delivery is provided effectively on site in accordance with performance target. • Undertake regular audit inspections of service store works, recording faults, repair and issues affecting the service delivery. • To carry out quotes for works ensuring they are completed in the agreed time and the customer is kept informed of the process and outcomes.

Skills, Experience & Qualifications

- Recent experience of working in a similar role.
- Recent experience of carrying out a varying degree of works such as carpentry, plumbing, electrical and wet trades including plastering and brickwork
- Recent experience of general property maintenance in a commercial and residential setting
- Experience of painting and decorating to a high level in a professional environment
- Experience in plumbing and electrical works including replacing or repairing faulty sockets, light fittings and fault finding
- City & Guilds, BTEC and NVQ qualifications related to the role
- Must hold a valid UK Driving Licence

Last updated: *April 2023*