



Job Title: Housing Maintenance Operative

Job Summary: To be responsible for the day-to-day maintenance and upkeep of the supported housing accommodation, ensuring a safe and secure environment.

To complete all tasks and work as part of the team in accordance with NH&S organisational values:

- Person-centred
- Empowerment
- Respect
- Inclusiveness
- Integrity
- Working in partnership

Hours of work: 30 per week.

Leave: 5 weeks per annum plus statutory bank holidays, with an additional 2 days' pro rata for 5 years and 10 years of service.

Responsible to: Head of Housing and Resident Services

Responsible for: Contractors on site (occasional)

Main Duties:

1. To provide high-standard repairs, maintenance and decorating across a portfolio of supported housing provision owned and managed by Norton Housing & Support.
2. To maintain a safe and homely environment for all of Norton Housing and Support's residents, many of whom have diagnosed mental health conditions.
3. To report promptly any repairs or maintenance which may be required and / or approved contractors and keep full and accurate records of action taken.
4. Complete planned & reactive maintenance works within the property budget as agreed by the Housing Co-ordinator/Head of Housing & Resident Services

5. Undertake periodic health & safety checks, fire alarm tests and drills, and property inspections, ensuring that records of testing and maintenance are kept up to date and in an appropriate manner utilising the online systems.
6. Ensure the security and general appearance of the properties and gardens are maintained in accordance with the required standards to ensure compliance with Consumer Standards.
7. Enable access and support for maintenance & any third-party contractor works.
8. Recording meter readings.
9. Assist with ad-hoc jobs such as delivering keys, assisting tenants who are locked out and practical support as appropriate for tenants who are moving on.
10. Basic seasonal garden maintenance
11. To promote the scheme positively both internally and externally, whilst encouraging a Positive Complaints Handling Culture, encouraging the development of a friendly and mutually supportive environment and a positive relationship with the wider community.
12. To communicate effectively and empathically with residents, signposting them to other key workers or agencies as appropriate.
13. To report to your line manager any observed or communicated issues of anti-social behaviour in or around the property.
14. To ensure property files are up to date and kept securely utilising the online management system.
15. To report any safeguarding issues in line with the NH&S and multi-agency policies.
16. To maintain records of expenditure and ensure that expenditure remains within the limits of the budget.
17. To work directly with residents on occasion in conjunction with the wider NH&S team, to ensure the properties within the scheme are maintained in a good condition, both internally and externally. .
18. Ensure that properties are safe, secure, tidy and free from hazards

General

1. To attend Team Meetings and other meetings as required.
2. To work as part of a team and on one's own initiative.

3. To work within the policies and procedures of Norton Housing and Support, including abiding by the confidentiality policy.
4. To take on additional responsibilities or other reasonable duties as agreed with the management team, appropriate to the skills and competencies of the role.
5. To attend and undertake any necessary training, being aware of the need for professional development.

Data Protection and Confidentiality

To work within the confidentiality and data protection policies and procedures of Norton Housing and Support, in particular by.

1. Ensuring confidential information is kept in a secure location and not relayed to unauthorised personnel.
2. Protecting computer systems from unauthorised access – e.g. maintaining the security of your password, not bypassing security software.
3. Promptly reporting to your Line Manager any data breaches that you become aware of.