



## Person Specification – HOUSING MAINTENANCE OPERATIVE

Qualification	Essential / Desirable
Good basic education, including GCSE Maths and English (or equivalent). A good standard of spoken and written English a must.	E
Minimum Level 2 or demonstrable equivalent experience/qualification in Property Maintenance	E
Relevant qualification in Housing	D
Experience and Knowledge	
Experience in applying trade and finishing trade skills in basic plumbing, painting, and decorating	E
Applied knowledge and experience in property maintenance	E
An understanding of confidentiality and how/when this should be maintained	E
An understanding of strong professional boundaries and how to maintain them	E
Experience in housing management, including health and safety	D
Experience working with vulnerable groups.	D
Experience working in a supported housing environment	D
An understanding of safeguarding issues	D
Experience in dealing with anti-social / challenging behaviour	D

<b>Skills and Competencies</b>	
Good understanding and ability to conduct routine maintenance tasks, and minor planned and responsive repair works within tenant properties.	<b>E</b>
Ability to safely use a variety of hand and power tools, buildings/maintenance materials, fixtures and fittings.	<b>E</b>
Ability to carry out compliant maintenance/repairs in line with health and safety requirements, that meet building safety regulations and legislation.	<b>E</b>
Proven ability to organise self and prioritise to meet deadlines with good time management skills	<b>E</b>
Ability to problem solve and work as part of a team and on own initiative	<b>E</b>
Ability to earn and maintain the trust of clients and staff from other organisations	<b>E</b>
Valid driver's licence and access to a vehicle to travel between sites	<b>E</b>
Excellent interpersonal skills and good ability to communicate verbally and in writing,	<b>E</b>
Ability to use a computerised customer/job management system, Microsoft Outlook emails and calendar, Word and Excel.	<b>E</b>
<b>Attitude and Personality</b>	
Warm, Empathic and non-judgmental	<b>E</b>
Considered, sensible (common sense) and creative approach, with a "can do" attitude	<b>E</b>
Calm under pressure	<b>E</b>
Reliable, flexible and willing	<b>E</b>
Professional and Self-Motivated	<b>E</b>

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