

## Job Description

<b>Job title:</b>	<b>Maintenance Assistant</b>
Reports to:	Facilities Manager
Direct reports:	N/A
Location:	Manchester City Centre, with travel to other sites within portfolio if required.
Hours of work:	Shifts – between the hours of 7:30 – 7:30: 8.5 hours a day, 5 days a week
Salary:	£20k per annum plus KPI bonus
Purpose of the role:	To be responsible for the delivery of high quality maintenance and caretaker services, covering all within the development of the Slate Yard and if necessary surrounding areas.
Responsibilities:	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>• To pro-actively deal with any maintenance and cleaning problems identified within the development and regularly carry out site inspections. Examples include gardening, decorating, changing light bulbs, adjusting door hinges, painting of apartments and communal areas, small joinery works and basic plumbing.</li> <li>• To check working order and condition of: Lighting; Heating; Fire control system, Alarms and Smoke Ventilation; Lifts; Water pumps and tanks; Doors and windows; Waste chutes; Access control systems, locks and security.</li> <li>• Co-ordinate, instruct and allow access for services to the development, such as refuse collection, deliveries, repairs and maintenance and utility companies.</li> <li>• Removal of litter from inside and outside of buildings, rotate/move/empty bins as often as necessary. Report any large items to your line manager(s) and arrange for specialist removal if required.</li> <li>• All communal waste bins to be emptied, cleaned and new liners fitted.</li> <li>• Collect and remove refuse daily and follow strict rubbish removal process as dictated by the Local Authority (or a private refuse collector).</li> <li>• To report maintenance / security / resident issues to the facilities manager when you are unable to complete the task yourself.</li> <li>• Identify and inform line manager(s) of training that will enable you to carry out operations safely and efficiently and provide a quality service.</li> <li>• Health &amp; safety – to immediately report any security/health and safety issues, incidents and complaints to line manager. Taking appropriate action in the event of an emergency.</li> <li>• Be prepared to attend site in the event of an emergency, outside working hours, as required.</li> <li>• To carry out remedial tasks and assist housekeeper as required</li> <li>• Cleaning, washing, sweeping, mopping, clean up floods, dusting, polishing and vacuum cleaning of designated areas to the required standard.</li> <li>• Using powered equipment where necessary (scrubbing machines, wet pick-up machines, vacuum cleaners).</li> <li>• Give guidance and assistance to residents in a willing and</li> </ul>

Critical skills and knowledge required:

- friendly manner to ensure that the highest levels of customer care and service are maintained at all times. Deal effectively with complaints and remain courteous at all times.
- Provide utility meter readings as and when requested by residents.
  - Health & safety – to immediately report any security/health and safety issues, incidents and complaints to line manager. Taking appropriate action in the event of an emergency.
  - To carry out remedial tasks and assist housekeeper with works inside the apartments as required to include cleaning, washing, sweeping, mopping, clean up floods, dusting, polishing and vacuum cleaning to a professional standard.
  - Estimating of repair costs
  - Able to adapt & learn
  - Able to use general hand tools
  - Have basic painting skills
  - Able to work alone or as part of a team
  - Clean as you go regime
  - Using ladders and step-ladders
  - Working in “high foot traffic” environment
  - Complete minor and medium filling & patch repairs
  - Understand need for high turnaround without compromising standards
  - Good communication skills

## Personal Profile

Qualifications required:

- First Aid
- Lifting & Manual Handling
- PAT Testing

Experience required:

### Essential:

- Customer Service, including negotiation skills and dealing with difficult situations.
- Proficient in the use of Microsoft office packages including Word, Excel and Outlook as well as other systems such as databases or booking systems (Training however will be provided).
- Health and Safety and Environmental Legislation - must be proficient with current Health, Safety and Environment legislation and practice.

Attitude/approach

- Positive “happy to take care of that for you” approach.
- Willing to help others
- Customer service focussed

urbanbubble requires people who are **professional, hard working, innovative, passionate**; who are **effective** in their roles and who truly **engage** with the customer.

Date of description:

January 2018