

ROLE PROFILE

Function	Customer Services	
Job Title	Maintenance Operative	
Grade	C4	
Reporting Lines	Reports to	Head of Customer Services
	Direct Reports	N/A

Aim of the role

Supporting the Customer Services Team in delivering excellent service to our customers in rectifying issues and defects, as instructed by the Customer Services Manager.

Responsibilities and Duties

- To carry out general maintenance and repairs to new build properties including associated carpentry, preparation, making good, and other types of internal and external works as instructed by the Customer Services Manager
- To maintain appropriate and accurate records of time, duration and scope of works undertaken, together with materials and plant utilised on each project
- To ensure that all works are undertaken in a safe manner, in accordance with good practice and current legislation
- Requesting necessary materials and plan as required to ensure effective completion of the works, minimising waste and surplus materials wherever possible
- To liaise with customers, ensuring they are kept informed on the nature and duration of works to be undertaken, making appointments where necessary and ensuring these are kept
- To carry out works in a courteous and professional manner, ensuring that the reputation and standing of the association is positively promoted in all dealings
- To provide a customer focused service at all times
- To communicate effectively and work productively with all other staff
- To undertake other related tasks that are reasonably requested by the Customer Services Manager
- Observe and comply with the company policies and procedures for Health and Safety

Knowledge Skills and Experience

- Formal training or experience of carpentry, basic plumbing, decoration and maintenance is essential
- Experience in a similar role would be an advantage
- A full UK driving licence is required for this role

Our Values	
Collaborative	Act as one team Communicate Assume everyone has the best intentions Find a shared solution
Trusted	This starts at the top Ensure everyone feels valued Say what you mean, do what you say Be open and honest
Focused	Make sure we deliver Be present in the process Be thorough and disciplined Understand the end goal