

Direct Services Multi-Trade Technician

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions, and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be:

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open, and transparent in your actions and words.
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency, and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance, and Code of Conduct policies and practices within Southern Housing.

The role

Reporting to a Lead Technician, the Direct Services Multi-Trade Technician is an essential member of the Reactive Repairs department, working within a dedicated team, providing a comprehensive, efficient, and responsive property maintenance service.

As a member of the Direct Services Team, the primary focus is providing a high-quality responsive maintenance service to all residents, internal colleagues, and our partners.

You will achieve this by managing your own time in a productive, efficient and value for money way as to ensure that all KPI's are met; co-ordinating within the team to ensure that all works are completed with a 'can do, first time fix' ethos; execute all works to a high quality, and as detailed within the initial works' orders; whilst providing excellent Customer Satisfaction through detailed, regular, and accurate communication, on time, within contractual obligations.

The location

Whilst predominantly site-based, you will be assigned to one of our main offices in either Birmingham, Croydon, Ford, Hastings, Isle of Wight, Maidstone, or Tower Hamlets. You may be asked, on occasion, to support teams and colleagues in other regions and offices.

What you'll be doing:

Day to day, you will be expected to:

- deliver a sector leading, resident focused, and efficient repairs and maintenance service developed in association with our residents.
- carry out repairs and maintenance in accordance with current Building Regulations, Health and Safety Legislation and Association timescales.
- lead on regulation / legislation changes and updates and ensure that the organisation is always fully compliant.
- carry out all works in accordance with policy, procedure, guidelines, and building regulations.
- complete all necessary digital works' orders / paperwork on time and to the required standard.
- carry out tests, surveys, and inspections, and submit detailed reports as and when requested.
- ensure all repairs are completed within target response times to a high standard meeting the expectations of the organisation, our residents, leaseholders, colleagues, and partners alike.
- co-ordinate and / or support other colleagues in completing larger works.
- mentor new recruits, sole trade technicians and support technicians when working together and / or in order to aide their own learning and development.
- identify and diagnose faults and rectify first time whenever possible.
- work in both occupied and unoccupied properties in a safe manner for everyone.
- work under own initiative, within the team and under instruction.
- assist in the provision of a 24-hour emergency service as and when required through a fair and systematic rota.
- ensure that all issued stock and materials used are done so in a cost effective, value for money way without compromising work standards.
- ensure that all issued equipment and van stock is replenished regularly, kept safe and secure, and stocked to agreed quantities; and always accounted for.
- ensure that fleet vehicles are driven and maintained in a lawful, safe, and proper manner; and always kept clean and tidy as per our organisational transport manual and policy.
- order own materials (*that are not part of van stock*) via a mobile working device and be prepared to pick up from suppliers direct.
- plan and manage the schedule of works, as well as allocating the correct schedule of rates to the post holder's budget.
- ensure all scheduled work is completed at the end of each day and emergency jobs and additional works are dealt with effectively.
- ensure all jobs are processed in real time via the provided mobile device.
- carry out all works as booked by appointment times within the contractual obligations and in accordance with policy, procedure, and guidelines.
- ensure the targets for both labour and material allocation are met.
- use SOR's and descriptive works to cost works being carried out.
- assist all colleagues where necessary to ensure organisational obligations are completely fulfilled.

- ensure that all Health & Safety policies, procedures, and guidelines are followed and put into practice, including, but not withstanding Risk Assessments, Near Miss & Accident Reporting, Training Attendance, Uniform & PPE adherence, etc.
- professionally liaise with residents – this is critical in ensuring the effective delivery of works. Residents must be kept informed at all times, and relevant details of works relayed to them. There is a need to be particularly sensitive to the needs of Residents who have support needs or are deemed vulnerable. There may be a requirement to attend tenant's meetings as required to support and meet their requirements.
- embrace and promote our culture, HEART values and behaviours, creating an environment which is supportive and a place where it is enjoyable to work.
- observe the highest possible standards in relation to confidentiality and the provisions of the Data Protection legislation.
- act as an ambassador for the organisation and Direct Services department.
- work within the framework of our organisational Customer Care Policy.
- undertake any other duties compatible with the level and nature of the post as directed by management.

This is not an exhaustive list of duties pertaining to this role. Duties may be changed and / or expanded, after discussion, to suit operational requirements.

What you'll need:

As a Direct Services Multi-Trade Technician, you will need:

- a proven track record of working within a Direct Labour Service, where customer satisfaction is at the heart of service delivery – two years' experience is essential.
- to possess relevant trade qualifications and / or proven experience in relation to building, maintenance or a similar, transferable, technical background.
- a recognised trade qualifications include City and Guilds and NVQ level's 2 and 3.
- a thorough working knowledge of all the statutory and regulatory rules and / or codes of practice that underpin the delivery of an efficient and effective property related direct labour service.
- experience of a range of repairs and maintenance work.
- a thorough understanding of and personal commitment to diversity; treating others with dignity and respect, with a real desire to understand and meet diverse customer needs and aspirations.
- to have an excellent knowledge of the requirements of the Health and Safety Act, and any other relevant legislation and / or regulatory requirements.
- a thorough understanding and commitment to ensure that all relevant health and safety statutory obligations and methods of good practice are effectively incorporated within all operations, and that regular health and safety meetings are attended to promote and improve our systems and processes to ensure the safety of our staff, residents, contractors and members of the public.
- an ability to assess the risks associated with lone working and other health and safety hazards associated with the technical nature of the job.
- specialist knowledge of construction technology, science and materials, principles of refurbishment, surveying, measuring, and setting out.
- excellent communication and interpersonal skills.

- to create and achieve ambitious outcomes that promote customer excellence.
- to make sound judgements, find solutions to complex issues and problems, and identify and manage risk.
- to submit presentable and accurate paperwork including digital PDA database information as per requirements of the contract, to establish works are carried out correctly, and accurate, detailed coding and costing information is obtained.
- a willingness to work evenings and / or weekends given reasonable notice.
- A 'one team', team spirited ethos.

Any successful candidate will be added to the 24-hour emergency service provision as and when required through a fair and systematic rota, as per contractual obligation.

Successful candidates will be subject to a basic DBS check.

The role requires a full UK driving licence - a fleet vehicle will be provided.

No role profile can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time, which are broadly consistent with those described.