

Estate Maintenance Officer

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

- To provide a comprehensive and professional repairs and maintenance services in line with our service standards and contractual obligations
- To provide onsite repairs and maintenance services in accordance with relevant health & safety policies, regulations and legislations.

The location

You'll be based at one of our main offices in either Farringdon, Croydon, Isle of Wight, Maidstone or Sittingbourne, with the option for working in a hybrid way when appropriate and as agreed with your manager.

What you'll be doing:

- Conduct health and safety inspections in accordance with our service standards and contractual obligations.
- Comply with our vetting and contractor management procedure when instructing external contractors to complete repairs and maintenance works on our behalf.

- Carry out repairs and maintenance duties in accordance with Southern Housing's safe operating procedures and relevant health & safety policies.
- Maximise site occupancy by ensuring the void repairs/maintenance schedule is completed within target including any fixtures and fittings associated work.
- Provide high quality painting and decorating service including preparation of surfaces, filling cracks/holes, efficient use of materials, matching paint shades with existing and maintaining safe areas of work including signage.
- Keep all windows, doors, kitchen units and furniture are in working order by repairing, replacing or easing and adjusting.
- Maintain a central register of onsite assets including tables, chairs, washing machines/dryers, lamps, fridges/freezers, beds, mattresses, fans, tools and materials.
- Maintain onsite facilities by repairing/replacing washers, taps, tiles, ball valves, WC seats, fuses, light bulbs, handles, locks and sealing around baths/sinks/showers.
- Ensure all common parts are clear of potential hazards including those attributable to seasonal changes including external footpaths. Keep clear air-bricks, gullies and low level guttering from blockages.
- Keep communal areas clear of any obstructions particularly fire evacuation routes and exits. Responding to emergencies in and out of hours including making safe glazing, leaks, lighting and tripping/slipping hazards.
- Travel between sites as required to meet repairs and maintenance demand in the portfolio.
- Provide a monthly repairs/maintenance report to the Accommodation Manager highlighting any major or cyclical works which may be required in the future

What you'll need:

Knowledge

- Knowledge of equality and diversity good practice
- Knowledge of student services including best practice, the regulatory framework and relevant legislation within which Registered Providers operate
- Knowledge of fire, health and safety regulations in a residential setting
- Knowledge of basic carpentry, plumbing, tiling and electrical industry standards
- Knowledge of the ANUK framework for landlords managing accommodation
- Level 2 NVQ Diploma in Building Maintenance Multi-trade Repair and Refurbishment Operations (Construction)
- Knowledge of IT systems used such as HOTECH, Microsoft Dynamics CRM, Orchard, etc.

Skills

- Basic carpentry, electrical, plumbing, tiling, painting and decorating skills
- Effective communication skills
- Contract management
- Data inputting
- Time management.

Abilities

CREATING COMMUNITIES **TOGETHER**



- Managing demanding workloads
- Able to work under own initiative
- Working with others to deliver joint objectives
- A 'can do' approach to problem solving
- Customer-focussed