

| | |
|--------------------------------|-------------------------------------|
| Job title: | Multi-Skilled Operative |
| Reports to: | Contracts Supervisor |
| Perm or contract: | Permanent |
| Full-time or part-time: | Full-time |
| Location: | Location Specified on Advert |

About Golden Lane Housing Limited

Golden Lane Housing Limited is a Community Benefits Society who works with people with a learning disability to provide supported housing around which they can build their lives and to help tackle the immense challenges that people with a learning disability face in finding a home.

Our vision: Our vision is a world where everyone with a learning disability has opportunities to access good quality housing that meets their needs.

Our values:

- ✓ **Caring:** we support our tenants and colleagues and help them to achieve goals.
- ✓ **Listening:** we involve tenants in the review and design of housing services.
- ✓ **Honesty:** we build trust with tenants and families with fairness.
- ✓ **Reliable:** we are dependable and trusted to keep our standards and commitments.
- ✓ **Creative:** we work together in many different ways for great results

About the role

The role requires repair and maintenance of domestic properties with tenants with Learning Disabilities. Maintenance and repair tasks will include plumbing, plastering, joinery, painting, bricklaying, and roofing. Some larger works are undertaken which include kitchen fitting, installing fire rated doors to regulatory standards.

The role holder will work alongside Housing Officers, Property Service Centre staff and support staff and will be an ambassador for GLH so is expected to communicate with tenants successfully and build relationships.

The role is customer facing and rewarding. Some medium to longer distance travel will be required to properties on some days to meet the requirements of the varied portfolio of GLH properties.

Responsibilities

- Complete multi-functional repair tasks to a high standard
- Communicate with tenants before, during and after repairs have been carried out
- Works in a manor which complies with safety regulation and GLH procedures
- Ensure that materials, plant, and equipment are used for their intended purpose and are stored and maintained in accordance with manufacturers guidelines
- Carry out weekly check on allocated vehicle
- Investigate and respond to any complaint received in line with GLH policy and procedures
- Respond to all tenant queries, either resolving immediately or agreeing a plan of action and monitoring action to completion
- Must have a good understanding of building regulations and Health & Safety regulations
- Provide a high quality, committed and rounded service for Resolve Solutions within GLH

Candidate requirements

- Recognised apprenticeship or equivalent and/or NVQ level 3 or equivalent
- Minimum of three years' experience working in similar role
- Previous experience working at height, asbestos awareness, MEWPs
- Understanding of repairs and maintenance in domestic properties
- Health & Safety awareness
- Understanding of Learning Disabilities
- Knowledge of joinery and other trades
- Ability to prepare and explain numerical data
- Ability to generate reports using relevant software and devices
- Commitment to the principles of customer service and resident involvement
- Self-motivated and able to work autonomously with minimal supervision
- Excellent communication skills at all levels
- Full clean UK driving licence
- CSCS Card Desired