

POST TITLE: New Build Property Maintenance Technician

DIRECTORATE: Neighbourhood & Housing

SECTION: New Build Property Management

GRADE: SO1

LOCATION: LONDON BOROUGH OF HACKNEY

RESPONSIBLE TO: Head of New Build Property Management

RESPONSIBLE FOR: External Contractors

PURPOSE OF THE JOB:

To provide an outstanding customer service to the residents of Hackney who live in our new build properties.

To support the Council in providing a high quality maintenance service to internal and external elements of occupied and unoccupied properties, public buildings and associated external areas for all new build schemes.

To work closely across relevant departments of the Council to ensure the successful maintenance of all new build properties and ensure a positive reputation and financial benefit for the Council, including supporting the new build process integration into business as usual.

To oversee all aspects of contract management and maintenance scheduling for the new build properties, including reporting and delegated budgetary control.

KEY ACCOUNTABILITIES:

1. To carry out and manage, to the highest standard, all aspects of repairs and renewal work to items in all general building trades (excluding mechanical and electrical) to the competence and standard of a qualified tradesperson. This includes the work carried out by all external contractors.
2. To oversee client management, including reviewing quotations, pricing, reporting and managing the technical aspects of the contracts.

3. To undertake Trusted Assessor Surveys and reports across multiple trades.
4. To provide a Quality Assurance service in respect of contractual issues and their operational delivery by working with the residents, TRA's TMO's and Councillors where applicable.
5. To be responsible for the delivery of the maintenance scheduling for the new build schemes by liaising effectively with residents and the scheme contractor and/or developer, whilst also maintaining relevant warranties and guarantees.
6. To undertake activities on site that ensure quality, control of works and site operations in line with Contract requirements.
7. To understand and interpret Drawings, specifications, O&M manuals and Building Regulations.
8. To undertake a broad range of multi-skilled repair activities in order to provide a comprehensive repair services. This includes (but is not limited to): plumbing, carpentry, finishing trades (such as painting & decorating, plastering, rendering, screening and ceramic and vinyl tiling), and outside maintenance work (such as glazing, brickwork, paving, fencing, groundworks, and drainage).
9. To deliver the highest level of workmanship in line with current legislation and ensure Hackney Council's performance and delivery standards and procedures and policies are adhered to.
10. To work at heights (with appropriate training) from e.g. scaffolding, ladders, mobile towers, power cradles etc. and erect temporary work platforms
11. To assess works, diagnose faults, and decide on the best remedy or rectification.
12. To accurately measure, quantify, and list materials required to undertake the duties of the job.
13. To carry out works flexibly with minimal disruption ensuring that the new build properties are kept clean and free from health and safety hazards at all times.
14. To enhance the reputation of the London Borough of Hackney through the delivery of excellent customer and maintenance services to residents.
15. To demonstrate the ability to deal with a diverse range of customer complaints demonstrating empathy when required, and to know when to refer complaints upwards for necessary action.

16. To carry out all work instructions allocated to the post in a timely manner, in the order identified and to the required quality standard within the time scale allocated.
17. To work in accordance with the specifications set to demonstrate the ability to prioritise and update records. .
18. To positively participate in personal development activities, be open to adopt and use new technologies to improve service delivery and productivity, and ensure knowledge and skills are up-to-date and line with Trade Standards.
19. To demonstrate the ability to successfully organise and prioritise workloads.
20. To be responsible for the use and replenishment of imprest stock from the Council's Depot Stores, and maintain and ensure sufficient adequate stock levels to carry out work efficiently.
21. To embrace new technology and develop the necessary skills to competently use it and to carry out any training relevant to the post and provide supervision and share knowledge with residents, apprentices or less experienced staff when required.
22. To assist in the specification and design aspects of future new build schemes in light of practical, on site knowledge and experience, in order to minimise future maintenance needs, ensuring that health and safety, user satisfaction and other local needs are taken into account.
23. To be responsible for the Council's works vehicle to allow work to be carried out around the borough. This entails, undertaking daily routine safety and maintenance checks, reporting any issues, cleaning and replenishing materials and tools on a regular basis, and not exposing equipment to the risk(s) of damage or loss/theft. Complete all vehicle documentation and report defects in accordance with Fleet Management Protocols.
24. To be contactable by mobile phone supplied by London Borough of Hackney.
25. To be well presented ensuring that the uniform provided is clean and well maintained and to carry an I.D badge at all times and to show this on request.
26. To be the first point of contact for residents and to deal with the public and residents during working hours.
27. To adhere to the conditions of Hackney's parking restrictions demonstrating the appropriate parking permits as required.
28. To undertake any general duties and associated works relevant to the post and all reasonable instructions as required in the delivery of excellent services to residents and the public of Hackney Borough of London.

29. To engage positively with management and in the development and continuous improvement of housing management and repairs services..

30. At all times comply with London Borough of Hackney Health and Safety policies, procedures and safe working practices.

STANDARD CLAUSES:

1. To actively promote customer care, value for money, and performance management.
2. To demonstrate a whole hearted commitment to the organisational values and culture.
3. To positively promote and represent London Borough of Hackney.
4. To promote an environment of continuous learning and development.
5. To work in harmony with the Council's Equality and Diversity Policies and Procedures and to promote these in the work carried out.
6. The post holder will be expected to undertake such additional duties or responsibilities, consistent with the role and grade, as may be allocated.

OUR VISION AND VALUES

We're working to make Hackney a place for everyone.

Where all our residents, whatever their background, have a chance to lead healthy and successful lives; a place of which everyone can be proud, with excellent services and public spaces, thriving businesses, and strong communities; a place that celebrates diversity, and where everyone can feel valued, included and involved.

PROUD of what we do, of the Council, of each other, and of Hackney.

AMBITIOUS for Hackney, and for ourselves, always seeking to be the best at what we do, and to get the best for the people of Hackney.

PIONEERING and innovative, always seeking new solutions and making space to be creative, to learn and to share ideas.

OPEN, honest, and accountable, working with others, listening, showing trust in each other and in our residents.

PROACTIVE and positive in the way we approach problems and challenges, and take up the opportunities that come our way.

INCLUSIVE both as an employer and a service provider, celebrating diversity, and treating colleagues and residents with respect, and with care

Person Specification

Knowledge & Experience:
<ul style="list-style-type: none"> • Experience of Project/ Contract management of building projects through to completion. • • Experience of undertaking a range of tasks relating to grounds and building maintenance. • Knowledge of legislation relative to the post. • Experience of undertaking administrative tasks including updating databases and running reports. • Experience of providing high level performance and productivity in conducting all your duties in relation to your work and all work related documentation.
Skills:
<ul style="list-style-type: none"> • Able to understand and interpret Drawings and Specifications • Able to work as a member of a close team and self-manage duties when working alone. • Able to prioritise tasks using initiative and good organisation skills. • The ability to follow drawings and plans in relation to new build schemes and work projects. • Excellent communication and customer service skills. • Good practical skills with a careful and methodical approach to work. • Good level of numeracy skills needed for calculating quantities of stock and materials. • Ability to work calmly and courteously with difficult tenants and in the face of potential rudeness or confrontation. • Able to work from heights and follow safety instructions. • The ability to erect a temporary platform to carry out work from following appropriate Health and Safety. • To work in confined spaces, with noise or dust etc. while wearing the correct PPE.
Qualifications:
<ul style="list-style-type: none"> • To hold a City and Guilds or NVQ Level 2 in Multi-trade maintenance operations and / or validated training & experience across all general building trades.
Other Special Requirements:
<ul style="list-style-type: none"> • To hold a clean UK Drivers Licence and be able to drive a van provided by the Council. • To have a good level of fitness to undertake manual and sometimes strenuous tasks. • To be able to work both outdoors and indoors in a range of weather conditions with the appropriate PPE. • To be able to work in conditions where there is exposure to noise, heat, cold and disagreeable or difficult surroundings or conditions.
London Borough of Hackney Requirements:
<ul style="list-style-type: none"> • To be committed to London Borough of Hackney' core vision and values. • To be committed to a culture of learning, development and empowerment across the organisation. • To demonstrate a wholehearted commitment to the principle of achieving equality of opportunity and celebrating diversity across the organisations.

- To be committed to team working.

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.