

## Grading

# Job Description and Employee Specification

<b><u>Job title:</u></b> Property Maintenance Operative	<b><u>Service area:</u></b>
<b><u>Post number:</u></b>	<b><u>Division:</u></b>
<b><u>Grade:</u></b> 6	<b><u>Section/team:</u></b> Care Leaving <b><u>Service/Housing Advice Service</u></b>
<b><u>Overall purpose of job:</u></b>  <p>Provide a service that ensures the provision of high quality accommodation for young people within the portfolio of properties managed by North Lincolnshire Council for the Care Leaving Service.</p> <p>Complete regular direct work with young people on their responsibilities of maintaining a property, and educate young people about general household maintenance skills as part of wider life skills support.</p> <p>Provide high quality property maintenance (and enhanced specialist maintenance where appropriate) to all properties managed within the Portfolio.</p> <p>To maintain compliance with the Supported Accommodation regulations and quality standards, including inspection preparedness.</p> <p>Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.</p>	

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### **Main Responsibilities:**

1. To provide first and immediate response to fault finding ensuring quality and cost effectiveness in initiating repairs and/or replacements.
2. To carry out repairs to properties, such as but not limited to; changing locks, unblocking sinks and pipes, repairs to WC systems, leaking taps, bleeding radiators, decorating, fitting and repairing window catches and locks, hanging doors, replacing and maintaining furniture etc
3. To carry out repairs to electrical repairs to legal requirements, for example replacing damaged sockets, plugs, lighting, and fuses.
4. To maintain grounds for example grass cutting, weeding, and to the external fabric of the property such as drainage and guttering.
5. To complete void property repairs and maintenance, and complete initial property set up as per North Lincolnshire Council's accommodation standards.
6. To complete all property reactive repair records ensuring accuracy
7. To complete Planned Preventative Maintenance (PPM) as directed.
8. Ensure that all properties are maintained to North Lincolnshire Council's accommodation standards.
9. To engage and develop appropriate relationships with young people who reside in the accommodation whilst carrying out reactive and planned maintenance.
10. Completing regular and comprehensive direct work with young people, teaching them how to carry out minor repairs to properties, and helping to develop essential life skills.
11. To work with young people on their roles and responsibilities of maintaining their property as part of their tenancy obligations
12. To have extensive knowledge of the supported accommodation regulations and quality standards 2023, and maintain compliance and inspection readiness against those standards.
13. To carry out property checks as required and accurately record findings, resolving any issues on site or referring as appropriate.
14. To work as part of a team to carry out house removals for young people
15. Contribute to reports and information collation regarding the maintenance of properties.
16. Ensure the safety of accommodation, take responsibility for Health & Safety, ensuring

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that issues are resolved and or reported to the appropriate Manager

17. To comply with Health & Safety, work place rules, and take reasonable care to promote the health & safety of themselves and others. This includes carrying out basic risk assessments before undertaking tasks
18. Ensure that all property repair records are kept up to date. Respond to changing needs of young people and provide creative solutions to unplanned events
19. Ensure that all hand tools and equipment are kept safe and in good working order for example screwdrivers, power drills, paper strippers etc.
20. Ensure that any vehicle being used is safe and roadworthy prior to use.
21. Undertake appropriate relevant training

### **Knowledge Skills and Experience**

Knowledge and understanding of accommodation/household maintenance, and the mechanisms of properties including electrical, plumbing, plant, and safety systems.

Extensive knowledge of the supported accommodation regulations and quality standards 2023

Competent with a good range DIY Skills (decorating, tiling, plastering, joinery, general maintenance)

Previous experience of applying the above range of skills to improve the quality and standard of living accommodation.

Working knowledge of relevant health and safety legislation and guidance, including COSHH, and ability to practice within such guidance to ensure the safety of self and others.

Ability to communicate effectively in a variety of settings including communicating instructions to other members of the team, and directly engaging with young people

Awareness of the issues facing young people living in their own and supported accommodation and how this impacts upon on their lifestyle

Knowledge of child protection and safeguarding issues

Ability to use ICT effectively

### **Creativity and innovation:**

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Ability to think creatively to improve the quality of young people's accommodation.

Able to identify new and innovative solutions or approaches that improve efficiency of the service offered and overall management of the portfolio.

Flexible attitude able to work as directed unsupervised individually or as part of a team performing under pressure

A willingness and ability to deliver support and education to individual or groups of young people, as part of wider essential life skills development.

### **Contacts and relationships:**

**Property Services Team** – work in partnership with other property maintenance operatives, and report to the Property Services Coordinator, in ensuring the delivery and maintenance of high quality accommodation to young people. Will be required to work as part of a team, ensuring that skills, experience and resources are shared to support effective service delivery. *Daily*

**Care Leaving Service** – work alongside Social Workers, Personal Advisors and Life Skills Officers to ensure that the young people have an outstanding experience of living in semi-independent accommodation. You will share information, knowledge and experience to assist these colleagues in support young people to live independently, whilst also working collaboratively to help young people understand the importance and reasons for home maintenance and repairs. *Daily*

**Young People** – Will be required to build strong connections with young people through effective relational practice, that supports the delivery and teaching of essential life skills regarding home maintenance and ensuring that safeguarding of our young people is always the paramount consideration. *Daily*

**Contractors/landlords** – Ability to form relationships and work alongside external contractors and landlords/housing providers when maintaining and improving the quality of accommodation. You will need to effectively share information about state of accommodation and repairs, and also challenge where high standards of provision are not provided. *Monthly*

**Wider agencies such as Police, HFRS etc** – Promote the values and ambitions of the council with wider multi agencies partners through the delivery of high quality accommodation that provides safety and security to our young people. Communicate directly with partner agencies of the work completed to maintain and improve standards, safety and education of our young people. *Monthly*

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### **Decision making:**

Undertake repairs and maintenance to accommodation as directed by the Property Services Coordinator. The exact methods, inputs and hardware required to complete repairs and maintenance will be determinable by the Property Maintenance Operative.  
*Daily*

In collaboration with the Property Services Coordinator, agree and decide on priority repairs and maintenance.

Use of initiative and self decision making to ensure accommodation remains in line with Supported Accommodation Quality standards and regulations 2023.

Where required, work with the flexibility and confidence to respond to emergency repairs that require immediate response without direction, to ensure a safe and efficient service delivery.

### **Responsibility for resources:**

#### **Physical resources:**

**Tools/materials/vehicles** – responsible for the safe use of council owned equipment, tools, hardware and resources up to the value of £1000 to support in the day to day work or property maintenance and repairs. You will also be responsible for the use of a council fleet vehicle, and will ensure that use of the vehicle is strictly in line with the NLC driver handbook. Out of the office more than 50% of time.

## **WORK ENVIRONMENT**

### **Work demands:**

Meet deadlines that may open to change and frequent interruption due to needs of service users and responding to reactive emergency repairs.

Flexibility to work as service required i.e. out of hours when work tasks proceedings beyond normal working hours, but the work is essential in ensuring a safe and secure home environment for young people

Working in the community and within service user's homes, in variable conditions, therefore ability to work sensitively and empathically is required.

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### **Physical demands:**

Works to include careful removal of damaged doors, architraves, skirting boards, stud walling, ceilings, kitchen units, kitchen work tops, baths, WHB's and WC's. Dynamic risk assessment of the situation / condition to determine whether additional help required. Plus install of the same.

Post holder will often be in situations where awkward postural positioning is required to hold a fixing / item still whilst it was fixed in place or being removed. Required to be in one position for a while until safe to remove support, to reduce damage to other elements of the structure or fixtures and fittings. Many plumbing elements require crawling into kitchen cupboards, loft spaces and getting into some stressful positions to investigate leaks, carry out and monitor repairs etc. These are daily occurrences.

Physical demands are typical of majority of tradespeople working on domestic dwellings.

Will also include lifting and moving household furniture and floor finishes on an as and when basis, but potentially on a weekly basis.

### **Working conditions:**

Primary functions of the role will require equal amounts of work within young people's homes, within the grounds of young people's homes, and within the immediate vicinity of accommodation.

As with all dwellings there is always a risk of the unexpected, these properties are no exception. The care leavers are often vulnerable and can be easily influenced by others. It is therefore important to be aware of what you may encounter whilst working in the properties, including their friends and associates. Although a low risk, there could be a risk of needlestick injuries, due to occupants and or their visitors. General risk is assessed by others before visits are organised, therefore reducing risk of harm.

### **Work context:**

The post will be demanding and require the post holder to think quickly and intuitively in order to efficiently repair and maintain accommodation to a high standard. The nature of the work may require the post holder to work for periods of time outside of a normal working day in the case of unplanned emergency response. The post holder will work directly with young people who may have a variety of needs associated with trauma, mental health and abuse, and therefore can on occasions present as volatile. Careful management and sensitive approach to young people with complex needs is required in order prevent escalation of challenging circumstances.

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Care leavers may experience and loneliness and so taking time to talk and explain what you are doing, whilst doing the job, is encouraged. Once you engage and build up a professional relationship, you may well be given information that you would need to pass on to a Social Worker with regards to Safeguarding, them and or others.

The post holder will be responsible for their own health and safety during their daily work. Risk of injury will be low, and relevant training on appropriate areas will be provided to reduce risk, however, the nature of the work will mean risk cannot be eliminated entirely.

Where required, suitable risk assessments will be completed on specific tasks.

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**Position in organisation:**

Indicate how many staff the post is directly accountable for:

Are posts in more than one location? Yes ☐ No ☐

Is this at the same site? Are the posts managed highly mobile?

Is the supervision/management shared with another post in the structure? Yes ☐ No ☐

Please indicate which post(s) \_\_\_\_\_

Property Services  
Coordinator

Property Maintenance  
Operative x 3

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Version Control	
Date evaluated	28.6.21
Date updated	
Updated by (manager name)	
Checked by (HR name)	

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
<b>Knowledge, Skills and Experience</b>	<b>Application form (follow up at interview)</b>
<ul style="list-style-type: none"> <li>Knowledge and understanding of accommodation/household maintenance, and the mechanisms of properties including electrical, plumbing, plant, and safety systems.</li> <li>Competent with a good range DIY Skills (decorating, tiling, plastering, joinery, general maintenance)</li> <li>Working knowledge of relevant health and safety legislation and guidance, including COSHH, and ability to practice within such guidance to ensure the safety of self and others.</li> <li>Ability to communicate effectively in a variety of settings including communicating instructions to other members of the team, and directly engaging with young people</li> <li>Awareness of the issues facing young people living in their own and supported accommodation and how this impacts upon on their lifestyle</li> <li>Ability to form strong, trusting relationships with young people using a trauma informed approach, being relational in your approach to every contact with a young person.</li> <li>Knowledge of child protection and safeguarding issues</li> <li>Ability to use ICT effectively</li> </ul>	
<b>Education, Training and Qualifications</b>	<b>Original documents</b>
<ul style="list-style-type: none"> <li></li> </ul>	
<b>Working Arrangements</b>	<b>Interview</b>
<ul style="list-style-type: none"> <li>Ability to work flexible working hours, often outside of the normal working week</li> <li>Ability to work within a work environment that may present unexpected challenges or risk.</li> <li>Full driving license and confident in the use of fleet vehicle</li> </ul>	
DESIRABLE CRITERIA	ASSESSED THROUGH:
<b>Knowledge, Skills and Experience</b>	<b>Application form (follow up at interview)</b>
<ul style="list-style-type: none"> <li>Previous experience working in a relevant trade (joinery, plumbing, electrical etc)</li> </ul>	

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<ul style="list-style-type: none"> <li>Health and Safety training, Lifting , First Aid, Site passport to safety</li> </ul>	
<b>Knowledge, Skills and Experience</b>	<b>Interview</b>
<b>Education, Training and Qualifications</b>	<b>Original documents</b>
<ul style="list-style-type: none"> <li>GCSE or equivalent in Maths and English</li> </ul>	
<b>Working Arrangements</b>	<b>Interview</b>
<ul style="list-style-type: none"> <li></li> </ul>	

### THE POST IS SUBJECT TO:

#### Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974

Yes ☒No ☐

#### Political restriction

Yes ☐No ☒

#### The ability to speak fluent English under the Immigration Act 2016

Yes ☒No ☐

#### Version Control

Author	HR Policy Team
Status	V0.1
Date approved	
Last updated	

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POST NUMBER \_\_\_\_\_ JOB TITLE \_\_\_\_\_ Property maintenance operative \_\_\_\_\_ HOURS PER WEEK \_\_\_\_\_ 37

	ESSENTIAL	DESIRABLE	HOW MEASURED
<b>EXPERIENCE</b>	Previous experience of applying the above range of skills to improve the quality and standard of living accommodation.	Previous experience working in a relevant trade (joinery, plumbing, electrical etc)	Application form and interview
<b>EDUCATION, TRAINING AND QUALIFICATIONS</b>		GCSE or equivalent in Maths and English	Application form and interview

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SKILLS AND KNOWLEDGE	<p>Knowledge and understanding of accommodation/household maintenance, and the mechanisms of properties including electrical, plumbing, plant, and safety systems.</p> <p>Competent with a good range DIY Skills (decorating, tiling, plastering, joinery, general maintenance)</p> <p>Working knowledge of relevant health and safety legislation and guidance, including COSHH, and ability to practice within such guidance to ensure the safety of self and others.</p> <p>Ability to communicate effectively in a variety of settings including communicating instructions to other members of the team, and directly engaging with young people</p> <p>Awareness of the issues facing young people living in their</p>	Health and Safety training , Lifting , First Aid, Site passport to safety	Application form and interview
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	<p>own and supported accommodation and how this impacts upon on their lifestyle</p> <p>Ability to form strong, trusting relationships with young people using a trauma informed approach, being relational in your approach to every contact with a young person.</p> <p>Knowledge of child protection and safeguarding issues</p> <p>Ability to use ICT effectively</p>		
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	ESSENTIAL	DESIRABLE	HOW MEASURED
<b>PERSONAL QUALITIES</b>	<p>Is enthusiastic and highly motivated to improve the life experiences of care experienced young people</p> <p>Able to organise self and others to provide an efficient and effective service</p>		Application form and interview

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	Ability to work as part of a team or without close supervision		
<b>WORKING ARRANGEMENTS</b>	<p>Ability to work flexible working hours, often outside of the normal working week</p> <p>Full driving license and confident in the use of fleet vehicle</p>		Application form and interview
<p>The post is subject to:</p> <ul style="list-style-type: none"> <li>• Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974 <b>Yes</b></li> <li>• Political restriction <b>No</b> <input type="checkbox"/></li> <li>• The ability to speak fluent English under the Immigration Act 2016 <b>Yes</b></li> </ul>			

Employee:  
(signed) \_\_\_\_\_

(prin  
t)

Date: \_\_\_\_\_

Manager:  
(signed) \_\_\_\_\_

(prin  
t)

Date: \_\_\_\_\_