

Job Title:	Maintenance Assistant
Salary Range:	£27,000-£30,000
Responsible To:	Head of Maintenance

1. Job Summary

Reporting to the Head of Maintenance, the Maintenance Assistant will assist in delivering a high-quality maintenance and facilities management service. The post holder will be required to ensure compliance, conduct inspections/checks/testing, carry out and/or supervise repair & maintenance works at properties under the management of the Housing Team.

The Maintenance Assistant will be responsible for the front-line service to our members for facilities and property management in relation to the 50 properties within the supported living services in North London and Hertfordshire.

The post holder will be responsible for 13 owned properties; with the expectation to carry out light maintenance duties to the remaining rented housing portfolio.

As part of the role, the post holder will need to be responsible for managing sub-contractors carrying out preventative maintenance work, and at times, work with them to achieve the outcomes required.

2. Organisation Chart



3. Key Tasks

- To carry out a preventative, planned maintenance program and undertake routine inspections of the premises, fixtures, fittings, utility meters, and grounds.
- To carry out repairs, maintenance, improvement works and inspections to ensure the general upkeep and maintenance of the premises, e.g. assemble furniture, fit curtain poles, general household repairs etc.
- To act as a contact for Contractors attending properties, ensuring they are fully aware of the organisation's attendance procedures, that they will follow full H&S procedures/risk

assessments and permits to work are issued/reviewed where required. To ensure keys, access cards and access codes/fobs are signed out and recovered according to procedures, to maintain security of buildings.

4. Operational Tasks

- To undertake general maintenance and decorating such as:
 - Interior painting of walls, ceilings and woodwork
 - Exterior painting
 - Wallpapering
 - Filling cracks and holes in walls or woodwork
 - Minor replastering
 - Carpet cleaning
 - Window cleaning
- To carry out general garden maintenance including shed building and repairs and gate installation and repairs.
- To ensure all properties are secure by carrying out adjustments or trimming badly fitting windows and doors. Where required locks, bolts and/or hinges are changed or installed.
- To undertake basic plumbing, repair leaking taps, reseal showers, baths and sinks and refresh grout lines where required.
- To be responsible for re-arranging office and domestic furniture and installing domestic appliances.
- To ensure basic electrical safety procedures are adhered to and PAT testing is organised and carried out as required.
- To work with the Head of Maintenance and the Supported Living Service Managers to identify small volunteering opportunities for our members to help support with general maintenance, manage the facilities management system, or be a labourer.
- To implement policies and procedures to ensure effective service delivery.
- To continuously review and improve performance; implement organisational decisions with energy and commitment.
- To understand, uphold and work with the mission, values, ethos and business objectives of Langdon.
- To undertake any other duties as may reasonably be required as part of the housing and facilities management service.

5. Communication

- To attend management, internal and external meetings as and when requested.
- To promote the service within the local community as well as to external bodies, stakeholders and potential funders.
- To provide, collate, and regularly communicate relevant data and information for monitoring and evaluation processes to management as/when requested.
- To build productive relationships with people across and outside the organisation.

6. Key Values

In addition to undertaking the duties as outlined above, the post holder will be expected to adhere to the following:

- **Organisational Values**
To behave in accordance with the organisation's values of Respect, Integrity, Community and Excellence.
- **Equity & Diversity**
To act in accordance with the Organisations Equity & Diversity Policy, which is designed to prevent discrimination of any kind.
- **Health & Safety**
Ensure that all duties are carried out in line with the Organisation's Health & Safety Policy.
- **Risk Management**
Responsible for reporting complaints, incidents and near misses through the appropriate reporting procedures.
Responsibility for attending health & safety training as required.
Responsibility for assisting with risk assessments.

7. Note

This job description outlines the roles, duties and responsibilities of the post. It is not intended to detail all specific tasks. Langdon reserves the right to alter the content of this job description to reflect the changing needs of the organisation but is a correct reflection of the main duties of the post at the time of writing.

8. Acceptance

I agree to undertake the duties of the job in accordance with the above.

Signed: (Post Holder)

Name: (Print)

Date:

Signed: (Line Manager)

Name: (Print)

Date:

This document is to be signed and returned to the HR Department on your appointment and/or at the review point for Langdon Job Descriptions. The signed copy will be retained on your Personnel File.

PERSON SPECIFICATION
Maintenance Assistant

	Essential	Desirable
Qualifications	Educated to GCSE level or equivalent with a pass in English and Maths or QCF Level 2 in Building Maintenance or Multi-trade Repair and Refurbishment Operations or similar.	City & Guilds Portable Appliance Testing (PAT) Certificate or equivalent
Knowledge & Experience	- Understanding of basic maintenance strategies and buildings - A good all-round knowledge of the building maintenance industry. - Knowledge and understanding of current legal and legislative responsibilities related to Asbestos, Legionella, Fire Safety, Manual Handling, Working At Height, COSHH, Building Regulations etc. - Microsoft Office 365 Literate – Excel, Outlook, Word, Teams etc. - Basic level of skills working with technology, including smartphone applications for job lists. - Experience in property management, office maintenance or other maintenance roles involving similar skills.	- Knowledge of charity sector - The ability to use reporting and task management tools such as MaintainX and iAuditor. - Experience working with different trades and third party contractors
Communication & People Skills	- Strong written and oral communication skills - Trustworthy, team player but also self-motivated - Ability to demonstrate professional attitude with good influencing and negotiating skills. - Ability to establish and maintain effective	Previous experience of working with vulnerable adults.

	professional working relationships.	
Organisation Skills	• Ability to manage time and workload effectively without direct supervision. • Ability to prioritise workload to meet changing deadlines. • The ability to successfully manage several small projects simultaneously. • Able to carry out repetitive work.	
Specialist Skills	• Be able to undertake basic plumbing, carpentry, minor electrical and painting/finishing trades.	
Other	• Candidates should indicate an acceptance of and commitment to the principles underlying Langdon's Equity & Diversity and Health & Safety Policies. • Valid clean, full UK driving licence. • Access to own vehicle for business use.	