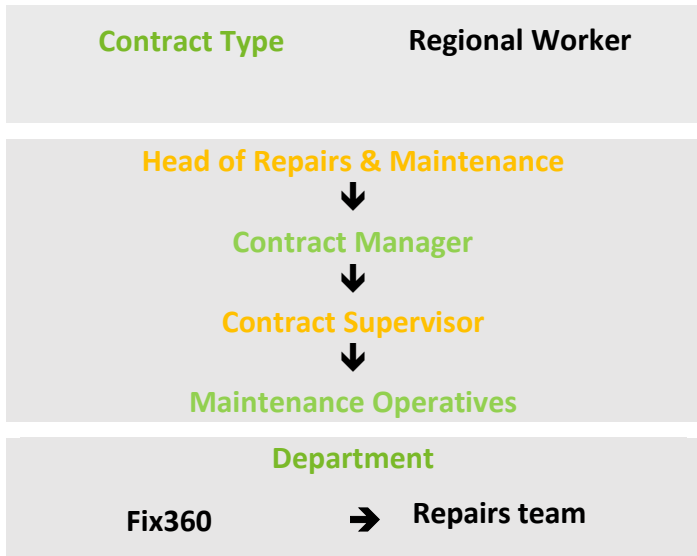


Maintenance Operative – Entry Level



Role Overview

An integral part of the overall high performing customer focused repairs team, Delivering first class repairs to YHG customers’ homes safely and efficiently.

The varied responsibilities will cover the completion of painting, decorating, mould wash treatments, patch plastering, minor tiling, assisting other trade operatives, roofing, insulation works, and other general repairs.

Training and support will be provided to those who continually demonstrate the right behaviours to develop into fully qualified trade people if desired.

RESPONSIBILITIES

- Travel to YHG properties arriving promptly and on time, maximising productivity, always providing excellent customer service and high-quality standards of work.
- Complete a variety of repairs for painting, decorating, mould washes and treatments, plastering, insulation, tiling, minor joinery & plumbing jobs, roofing and assisting other trade people.
- Ensure all job-related (Job completions, no access & if needed follow on work) is input and completed accurately on electronic handheld devices provided.
- Deliver excellent customer service always, be polite and respectful when in our customers’ homes, be clean and tidy during and following completion of work, always communicating to customers when work must be rearranged.
- Ensure that material van stocks and tools are kept for the variety of works undertaken. Manage and maintain the quality of the company vehicle provided.
- Always adhere to safe systems of work, fully complying with the Groups policies and procedures in regard to health and safety.
- Complete any mandatory training required to carry out duties within the role. Undertake additional training identified to develop individual skill sets and the role profile.
- Act professionally always when representing YHG when liaising with customers, colleagues, sub-contractors, supplies, partners, during completion of work.
- Complete any other reasonable requests and duties that may be identified by managers within the service.
- Fully comply with YHG Group policies and procedures

Our values

Honest & Reliable
We are authentic, open and dependable; and we do what we say we'll do.

Caring
We show kindness and consideration to our customers and each other.

Respectful & Fair
We listen to people, and strive for equity and inclusivity in all that we do.

STRENGTHS

- ✓ Ability to work alone / as part of a team / under supervision for allocated work
- ✓ Demonstrates the ability to learn quickly and apply efficient working practices
- ✓ Understands and delivers excellent customer service along with high quality standards of work
- ✓ Excellent attitude to work and displays great customer focus
- ✓ Keen to learn and develop individual skills
- ✓ Ability to cover a wide range of tasks to a semi-skilled level

ESSENTIAL REQUIREMENTS

- ✓ General Repairs / Trade experience that cover some of the role responsibilities
- ✓ Ability to communicate effectively with customers / colleagues
- ✓ Able to use Technology such as PDAs and mobile phones
- ✓ Organised and thorough in maintaining vehicle / tools / materials to get the job done right first time
- ✓ Ability to continue to learn and deliver excellent service
- ✓ Full UK Driving License & use of a vehicle

BENEFICIAL TO THE ROLE

- ✓ Previous painting or decorating experience
- ✓ Knowledge of Health & Safety at work
- ✓ Previous customer service experience
- ✓ Hold appropriate trade qualification (NVQ / City and Guilds or equivalent)
- ✓ Ability to develop individual skills to a skilled trade level
- ✓ Keen to learn and develop individual skills