

## Kingston Role Profile

**Title:** Maintenance Operative

**Reporting to:** Team Leader Repairs and Maintenance

**Date:** May 25

## Purpose

Deliver high quality general maintenance services on a portfolio of properties and estates to support the efficient and effective maintenance of the communal areas/common parts.

Contribute to the efficient day to day running of the maintenance department, providing support to internal and external customers.

## Accountabilities

### Operational

- Deliver general maintenance duties to the internal and external common parts on a portfolio of sites as per relevant work schedule and as required.
- Undertake monitoring of equipment and standards on site through regular inspections.
- Assist in maintaining and improving the standards on site by effectively monitoring the upkeep of the communal areas and common parts to ensure standards are met.
- Deliver excellent consistent and responsive customer services to leaseholders, clients and customers.
- Meet targets and agreed performance levels.
- Support the day to day operation of the repairs and maintenance function by ensuring equipment used is kept maintained.
- To effectively use relevant IT systems to assist in the role and completion of works.
- Identify and deliver innovative approaches to improve the appearance of communal areas in conjunction with other key stakeholders.

## Strategic

- Follow all policies and procedures in relation to health and safety and carry out relevant risk assessments.
- Take ownership of matters relating to areas of responsibility and contribute to the development of quality service standards across all of Kingston's services.
- Collaborate with other functions to ensure we give the best service to our customers and contacts.

## Corporate

- Contribute to raising the profile of repairs and maintenance across the business and to promote the Company positively at all times.
- Ensure you operate in accordance with core policies relating to conduct, equality and diversity, customer care, people management, data protection and health and safety, along with our systems for identifying, appraising and managing risks in your service area, consistent with Kingston's risk management strategy.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of new technology and continuously improving the way we do things. You must therefore be committed to personal development and to becoming multi-skilled in order that you can adapt to and welcome constant change in the effort to achieve the stated aim of "making continuous improvements in the efficiency and effectiveness of our use of resources".

All staff are encouraged not to ignore work at the boundaries of their specific role, but to take "ownership" of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

You must carry out your duties with full regard to the Kingston Customer Charter and must draw your manager's attention to any unsafe working practice/conditions.

## Desirable Skills & Experience

### Essential criteria:

- Experience of working in a similar role and environment
- Full driving licence
- Proficient in the use of IT
- Demonstrate sound decision making
- Systematic approach to problem solving
- Communicates clearly orally and in writing
- Flexible approach to work
- Team player
- Recognises the diverse needs of customers

### Desirable criteria:

- Current knowledge of up to date H&S legislation
- Knowledge of building and estate management practices
- Be able to adapt, learn and produce effective results
- Be able to demonstrate commitment to self-development
- Excellent interpersonal skills and ability to communicate with a variety of people

Signed by Post holder..... Date .....

Signed by Manager ..... Date .....

Values	
Value	Expectation
Customer Focussed	Because we care about our customers, how we do things is as important to us as what we do. We understand our customers and deliver great customer service.
Teamwork	We work together, across boundaries, to meet the needs of our customers and help the organisation to be successful.
Integrity	We uphold the highest standards of integrity in all of our actions.
Respect for People	We value our people, encourage their development and reward their performance.
Leadership	We provide strong corporate governance and leadership which is out-come focussed.
Accountability	We are personally accountable for delivering on our commitments.

