Role Profile

Working across our Accommodation Service, the post holder will work alongside the Housing & Maintenance team, to ensure the buildings are maintained to a high quality and in line with Health & Safety standards and Housing legislation. The post holder will use their skills to deliver outcomes in a timely way ensuring best value for money, whist creating a safe and welcoming environment for individuals and families living across our accommodation sites.

The post holder will carry out their duties in a professional, respectful and responsive manner, recognising the importance of maintaining accommodation that supports the safety, wellbeing and independence of the individuals and families living within our services.

Prime objectives of post

1. Maintain high standards of health, safety and security across all Staying Put accommodation sites, ensuring compliance with relevant Health & Safety legislation, policies and procedures to provide a safe environment for residents, their children, employees and visitors.
2. Ensure the timely and effective completion of repairs, maintenance and general upkeep of accommodation, office spaces, communal areas and external areas, maintaining the buildings and facilities to a high standard.
3. Ensure the safe storage, handling and use of tools, equipment and materials, identifying and reporting hazards, risks or maintenance issues promptly and taking appropriate action to minimise risk.
4. Deliver maintenance tasks efficiently and cost-effectively, making best use of resources, prioritising work according to need and ensuring repairs and maintenance are completed within agreed timescales.

General Duties

1. To be familiar with the aims and objectives of the organisation and the wider consortium partnership arrangements
2. To remain up to date on all legal and practice issues relating to the role
3. To adhere to the Code of Conduct at all times
4. To ensure that the service complies with the legal framework that protects the safety of vulnerable adults and children, adhering to the Local Safeguarding Adult & Children's Board policies and procedures and the practical implications of this are understood.

Range of Duties

1. Maintain entrances, offices, facilities and communal areas to a clean, tidy and presentable standard.
2. Undertake general repairs and maintenance to the fabric of refuge and dispersed accommodation, ensuring properties remain safe, functional and fit for purpose.
3. Carry out maintenance work within residents' accommodation in a professional and respectful manner, following agreed access arrangements and respecting residents' privacy, dignity and personal circumstances.
4. Support the Housing & Maintenance Team to ensure the timely turnaround of vacant rooms and properties, completing necessary repairs and installing furniture and equipment ready for occupation.
5. Maintain fixtures, fittings and furnishings, ensuring they are in good working order and reporting any issues requiring specialist attention.

6. Undertake minor plumbing tasks, including unblocking sinks and drains and carrying out basic repairs where competent to do so.
7. Undertake minor electrical tasks, such as replacing light bulbs, fuses and installing televisions, where appropriately trained and authorised.
8. Assist with deliveries, general portering duties and the collection and transportation of materials, furniture and equipment as required.
9. Use basic carpentry skills to assemble flat-pack furniture and undertake minor repairs to furniture, fixtures and equipment.
10. Maintain gardens and external spaces, including mowing lawns, trimming shrubs, removing garden waste and carrying out minor repairs to outdoor furniture.
11. Undertake painting, decorating and general redecoration, including making good walls and surfaces across refuge, dispersed accommodation, offices and communal areas.
12. Arrange the removal and disposal of damaged furniture, equipment and other waste in accordance with organisational procedures and local authority arrangements.
13. Support the maintenance of accurate records and systems for monitoring repairs, maintenance, renewals and replacements.
14. Work flexibly across different accommodation and office sites as required by the needs of the service.
15. Respond professionally to feedback and requests relating to maintenance, taking appropriate action to resolve issues in a timely manner.

Managing Health and Safety

1. Promote and maintain safe working practices for themselves and others, adhering to Staying Put's Health & Safety policies, procedures and relevant legislation.
2. Undertake routine health and safety checks across accommodation and office sites, identifying and reporting hazards, defects or potential risks and ensuring appropriate corrective action is taken.
3. Check that fire safety equipment, fire doors and escape routes are accessible, unobstructed and in good working order, reporting any defects and ensuring these are addressed promptly in line with organisational procedures.
4. Ensure tools, equipment and materials provided by Staying Put are stored, handled and used safely, reporting any damage, defects or concerns that may affect their safe use.
5. Follow safe working procedures when undertaking repairs and maintenance, including the appropriate use of personal protective equipment and ensuring work areas are left safe and tidy.
6. Report accidents, incidents, near misses and hazards in accordance with organisational procedures.

The duties of this post may vary from time to time, without altering its overall nature

This information is designed to help employees understand and appreciate their role within the organisation and across the partnership contract offer. The following points should be noted:

1. Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings therefore have been used which assume that all the usually associated routines are included.
2. Employees should not refuse to undertake any work, which is not specified on this form.

Personnel Specification (Essential unless otherwise stated)		
Knowledge and experience	**Criteria**	**Assessment**
	Experience of undertaking building, property and grounds maintenance, ideally across multiple sites.	Application
	Knowledge and practical experience of general repairs and maintenance, including basic plumbing, carpentry, painting and decorating, and the safe use of appropriate tools and equipment.	Application / Interview
	Experience of working within a setting such as supported accommodation, care environment, school, hospital or other relevant service involving adults and/or children who may be vulnerable.	Application
	Knowledge and understanding of Health & Safety requirements, including safe working practices, hazard identification and risk reporting.	Application / Interview
	Understanding of confidentiality, safeguarding responsibilities and professional boundaries when working within accommodation settings.	Application / Interview
	Experience of responding to maintenance requests, prioritising work and maintaining appropriate records.	Application / Interview
	Awareness of the dynamics and impact of domestic abuse (Desirable).	Application / Interview
	Experience of working within a domestic abuse service, refuge or specialist supported accommodation setting (Desirable).	Application
	Relevant maintenance, building or trade-related qualifications (Desirable).	Application
Skills	Good verbal and written communication skills, with the ability to communicate effectively and professionally with residents, colleagues, contractors and external partners.	Application / Interview
	Ability to demonstrate good practical problem-solving skills, use initiative and recognise when issues need to be escalated or specialist support sought.	Application / Interview
	Ability to work respectfully and sensitively within residents' homes, demonstrating an understanding of privacy, dignity and professional boundaries.	Interview
	Ability to maintain accurate records, follow procedures and complete work within agreed timescales.	Application / Interview
Personal attributes	Ability to work independently, demonstrate initiative and take responsibility for own work with minimal supervision.	Interview

	Ability to work collaboratively as part of a team and build positive working relationships with colleagues and others.	Interview
	Ability to adapt to changing priorities, work under pressure and respond calmly and effectively to challenging situations.	Interview
	Positive, professional and proactive approach, demonstrating attention to detail and a commitment to maintaining high standards.	Interview
	Flexible, organised and self-motivated, with a willingness to respond to the changing needs of the service.	Interview
	Demonstrates a commitment to equality, diversity and inclusion, with an empathetic, non-judgemental and anti-discriminatory approach.	Application / Interview
Education / Qualifications & Other Requirements	Ability to read and understand written instructions, safety information and signage relevant to the role.	Application / Interview
	Ability to undertake the physical duties associated with the role, including moving furniture and equipment and carrying out manual handling tasks, with reasonable adjustments where appropriate.	Application / Interview
	Full, valid driving licence and access to a vehicle for work purposes.	Application / Pre-employment check
	Appointment subject to a satisfactory enhanced DBS check, where eligible for this level of check.	Pre-employment check
	Relevant repairs, maintenance, building or Health & Safety qualification (Desirable).	Application
	Basic literacy and numeracy qualifications or equivalent (Desirable).	Application

Staying Put is committed to safer recruitment and safeguarding the welfare of children and adults at risk. All appointments are subject to appropriate pre-employment checks, including references, identity and right to work verification, and a relevant DBS check. All employees are expected to uphold this commitment and adhere to the organisation's safeguarding policies and procedures.

Our values are - Inclusivity, Integrity Passion and Drive

Terms and Conditions of Employment			
Job Title	Accommodation Maintenance Worker		
Salary	£26,392 per annum (FTE) Actual £15,835 per annum		
Hours of Work	22.5 Hours per week The post holder may be required to work some unsocial hours. Flexible working – core hours are 10am until 4pm – see Flexible working policy		
Annual Leave	30 Days (pro rata for part time employees.) The annual leave year runs from 1st April to 31st March.		
Bank Holidays	8 Statutory Bank Holidays (pro rata for part time employees)		
Pension	Staying Put offers an employer contribution of 3% to the company's stakeholder pension scheme with auto enrolment after 12 weeks, via Pension Salary Exchange. Employees contribute 5% after enrolment.		
Well-being	Staying Put regards the health and well-being of their staff as pivotal to creating a healthy workforce. Therefore, Staying Put provides an Employee Assistance Programme (EAP) to all staff and a healthcare plan with GP access and discounted gym memberships for all staff confirmed in post. Agile Working and Flexible Working policies are in place to assist with work life balance.		
Employee Benefits	An employee discount scheme and financial wellbeing benefit, with access to financial coaches, are in place for all employees.		
Death in service benefit	2 x annual salary		
Probationary Period & Contract	The post holder will need to satisfactorily complete a 4-month probationary period.		
Expenses & Car Usage	Expenses are reimbursed in line with the expenses policy. 55p per mile is paid to staff that use their own vehicles for journeys they have to take in the performance of their duties.		
Sickness	**Years of service** Up to probationary period Post Probationary period	**Full pay** SSP Only 2 months	**Half pay** SSP only 2 months