**ROLE PROFILE**

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| **Function** | **Customer Service** | |
| **Job Title** | **Maintenance Operative** | |
| **Grade** | **C4** |  |
| **Reporting Lines** | **Reports to** | **Head of Customer Service** |
|  | **Direct Reports** | **N/A** |

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| **Aim of the role**  Supporting the Customer Service Team in delivering excellent service to our customers in rectifying issues and defects, as instructed by the Customer Service Team  **Responsibilities and Duties**   * To carry out general maintenance and repairs to new build properties including associated carpentry, preparation, making good, and other types of internal and external works as instructed by the Customer Service Team * To maintain appropriate and accurate records of time, duration and scope of works undertaken, together with materials and plant utilised on each project * To ensure that all works are undertaken in a safe manner, in accordance with good practice and current legislation * Requesting necessary materials and plan as required to ensure effective completion of the works, minimising waste and surplus materials wherever possible * To liaise with customers, ensuring they are kept informed on the nature and duration of works to be undertaken, making appointments where necessary and ensuring these are kept * To carry out works in a courteous and professional manner, ensuring that the reputation and standing of the association is positively promoted in all dealings * To provide a customer focused service at all times * To communicate effectively and work productively with all other staff * Observe and comply with the company policies and procedures for Health and Safety   **Knowledge Skills and Experience**   * Formal training or experience of carpentry, basic plumbing, decoration and maintenance is essential * Experience in a similar role would be an advantage * A full UK driving licence is required for this role |

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| **Our Key Pillars** | |
| **Customer Focus** | * Every decision we make revolves around delighting our customers |
| **Passion for Building** | * We approach each project with unwavering enthusiasm |
| **Sustainability** | * Understanding our environmental footprint by incorporating eco-friendly practice and materials into our communities |
| **Lasting Community** | * We create communities with a sense of belonging and a legacy for generations to come |
| **Belief in Better** | * We are committed to delivering homes that are the definition of excellence |

