

YMCA CHELTENHAM - JOB DESCRIPTION

Position Title:	Maintenance Technician
Location:	Based at Number 6, Vittoria Walk, Cheltenham but working across all YMCA Cheltenham sites.
Reporting to:	Head of Property
Hybrid Working Eligible:	No
Salary Band:	B1 (prorated according to employee's working hours).
Hours Of Work:	As per employee's contract

JOB PURPOSE

The Maintenance Technician is part of a busy team, often working to a number of different tight deadlines. It is an opportunity for a highly motivated person to support the Property and Maintenance team, to ensure the Charity's buildings, physical spaces, equipment, vehicles and other property owned or managed by the organisation are maintained to a high quality.

The Maintenance Technician will assist the Property and Maintenance team to ensure that all day-to-day repairs and void rooms are completed in line with KPI's ensuring compliance with Health & Safety regulations in all areas relating to the physical work environment.

The Maintenance Technician will assist the Property and Maintenance team to ensure regulatory and legal compliance in all matters relating to the Charity's buildings, physical spaces, equipment, vehicles and other property owned or managed by the organisation.

The Maintenance Technician will be a valued team member, who is able to assist with all aspects of building maintenance and compliance

KEY DUTIES & RESPONSIBILITIES

The Maintenance Technician will:

Maintenance:

- Assist and support the Property and Maintenance Team in providing a safe and efficient service to our customers in the dwellings or services we provide.
- Inspect the properties, internally and externally, including resident accommodation (where access is permitted) on advisement of any issues.
- Ensure yourself and the team are adhering to all policies within the organisation, such as YMCA Cheltenham Repairs Policy, Health and Safety Policy and any other policies that are relevant.

- Work with the Property and Maintenance team to address any day to day repairs, renewals, and cyclical maintenance as necessary.
- Carry out void works, including decoration and minor repairs
- Check the completion of on-site maintenance checks, as carried out by staff on site.
- Implement and carry out any maintenance needs assigned.
- Stock control of materials on site to ensure rapid response.

Customer Service:

- Contribute towards and assist the Property and Maintenance team in overseeing the delivery of services that enable residents to develop.
- Deliver an effective and quality service to residents, promoting a tolerant and caring environment within the housing project.
- Attend any training courses deemed necessary for the role.
- Ensure that training needs are identified and reported to the Head of- Property and Maintenance.
- Maintain good positive working relationships with staff, contractors and suppliers.

Health and Safety:

- Ensure that health and safety guidelines are being adhered to by yourself and the rest of the team members.
- Ensure that training needs are identified and reported to the Head of - Property and Maintenance.
- Ensure you are adhering to all policies within the organisation, such as YMCA Cheltenham Maintenance Policy, Health and Safety Policy and any other policies that are relevant.
- Ensure you provide the necessary feedback on all health and safety concerns to the Head of - Property and Maintenance.
- Conduct water temperature checks, flushing fire alarm testing and emergency light testing, and recording
- Complete daily compliance checks of sites and complete appropriate electronic forms.
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Voids:

- Work with the Maintenance and Housekeeping teams to ensure the rapid turnaround of void properties.
- Collection and disposal of wall furniture and white goods when needed

- Carry out room inspections to ensure condition before any internal move is sanctioned

PROFILE

The ideal candidate for the role of Maintenance Technician will possess:

- Flexibility and a willingness to help out as needed within the team.
- A proactive, positive, can-do attitude and a consistent, engaged team player
- An ability to carry out a variety of tasks, from decorating to changing taps to some landscaping. No two days are ever the same.
- Excellent attention to detail and accuracy.
- Adaptable and able to handle people of all capabilities and attitudes.
- Ability to manage own workload with minimum supervision.
- Ability to maintain good working relationships across a range of staff levels both internally and externally.
- Level 3 in a relevant qualification or a desire to achieve this qualification.
- At least 2 years' previous experience of working in property maintenance and ideally, some experience of completing void property works.
- Plumbing and carpentry skills, knowledge or experience (advantageous)
- Experience and Technical Knowledge an advantage.
- As a member of the Property team, you will be expected to demonstrate the values, initiatives and culture of the organisation
- A full driving licence

ABOUT THE ORGANISATION

YMCA Cheltenham, founded in 1855, is a registered charity and has become a leading provider of supported housing for the most vulnerable in Cheltenham and Gloucester, alongside other works such as sports facilities, affordable housing and other charitable activities.

YMCA Cheltenham is an organisation founded on Christian principles and, as such, employees may encounter behaviours, artefacts or other elements particular to or representative of the Christian faith in their workplace.

Employees are not required to adhere to the Christian faith, nor any faith, and no such consideration is made by the organisation in employment choices nor in delivering its services – however, we do expect all employees to demonstrate the list of Values shown below while in the workplace.

ORGANISATIONAL VALUES

As an organisation founded up the Christian Faith, YMCA Cheltenham draws its Values from the Bible, principally as described in Micah 6:8. Our Values are therefore expressed as follows:

OUR VALUES

YMCA Cheltenham will **OPERATE** with Equity, Integrity, Openness and Honesty.
YMCA Cheltenham will **ENGAGE** with Empathy, Kindness, Generosity and Grace.
YMCA Cheltenham will **BE** Thoughtful, Discrete, Ethical and Respectful to all.

GENERAL

This job description provides an indication of the roles and responsibilities for the post of Maintenance Technician but should not be construed as an exhaustive list of the duties that the post holder may be asked to undertake.

The post holder will be expected to carry out any other duties which may be reasonably requested by their line manager.

YMCA Cheltenham is wholly committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all our staff and volunteers to share this commitment.