# YMCA CHELTENHAM - JOB DESCRIPTION

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| **POSITION TITLE:** | **Maintenance Technician** |
| **LOCATION:** | Based Vittoria Walk, Cheltenham and working across all YMCA Cheltenham sites |
| **RESPONSIBLE TO:** | Senior Manager - Property |
| **SALARY:** | YMCA Cheltenham **Band B** (up to £27,809 depending on experience) |
| **HOURS OF WORK:** | **37.5 hours** |

**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 Senior Manager- Property and Maintenance to ensure the Charity’s buildings, physical spaces, equipment, vehicles and other property owned or employed by the organisation are maintained to a high quality.

The Maintenance Technician will assist the Senior Manager- Property and Maintenance to ensure compliance with Health & Safety regulations in all areas relating to the physical work environment.

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

The Maintenance Technician will be an excellent team member, who is able to learn and help manage a team of people effectively with a ‘hands on’ approach.

## KEY DUTIES & RESPONSIBILITIES

The Maintenance Technician will:

**Maintenance:**

* Assist and support the Senior Manager - Property and Maintenance 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 Maintenance Policy, Health and Safety Policy and any other policies that are relevant.
* Work with the YMCA Senior Manager - Property and Maintenance to address any day to day repairs, renewals, and cyclical maintenance as necessary.
* 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 Senior Manager - Property and Maintenance 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 Senior Manager - 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 Senior Manager - Property and Maintenance.
* Ensure yourself and the team 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 Senior Manager - Property and Maintenance.
* Assist with the implementation of the Fire Safety Policy, running regular tests and drills.

**Voids:**

* Work with the Maintenance and Housekeeping teams to ensure the rapid turnaround of void properties.

## PROFILE

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

* Flexibility and a willingness to help out as needed within the team.
* 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.
* Previous experience of working in property maintenance an advantage.
* Experience and Technical Knowledge an advantage
* Access to a Van and have own tools would be an advantage
* As a member of the Property team you will be expected to demonstrate the values, initiatives and culture of the organisation.
* Willingness to work and grow as part of the team

## ABOUT THE ORGANISATION

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

Since 2014 YMCA Cheltenham has grown from having one supported housing project of 50 beds to being able to offer more than 250 beds every night, including long-term affordable accommodation, low to high level supported accommodation and emergency homeless provision.

YMCA Cheltenham is an organisation founded on Christian values and, as such, employees may encounter behaviours or vestiges particular to or representative of the Christian faith in the work-place. Employees are not required to adhere to the Christian faith or any faith, and no such consideration is taken into account by the organisation when making employment choices or in delivering its services.

## 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.**