

**Role Profile**

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| **Role title** | Maintenance Assistant |
| **Business Division** | Soft Services |
| **Grade** | Cor 7 |
| **Reports to (role title)** | Facilities Co-ordinator |
| **Version** | 1.0 |
| **Job code** | 000258 |

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| **Approving Manager** | Darren Keelor |
| **Approving Business Divisional Head** | Darren Gunn |
| **Approving Director** | Al Hoare |
| **Date** | February 2022 |

If you would like this information in another format please contact:

**CORSERV Head Office**

Telephone: **01872 323313**

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**www.corservltd.co.uk**

**Role purpose**

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| To undertake, generally as part of a team, maintenance and/or other manual activities, involving specialist skills, in the delivery of CORSERV FM operational works. To, where assigned, carryout fabric maintenance works, internal and external, making decisions relative to the carrying out of duties to ensure the safe and timely delivery of improvement and maintenance services for the business. |

**Dimensions**

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| **Annual financial accountability** |
| nil |
| **Direct accountability for the following roles** |
| none |
| **Total number of employees that report to the role (directly and indirectly)** |
| May supervise apprentices from time to time |

**Context**

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| CORSERV is a Group of companies controlled by Cornwall Council. The Group has ambitious plans to grow its turnover to £500m by 2023 and central to this strategy will be the recruitment and retention of the best staff. This is a key post providing high level domestic installation and maintenance services providing essential support to our occupied and void properties. |

**Accountabilities**

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| * To carry out general maintenance and improvement works across the CORSERV portfolio of properties.
* To carry out all duties efficiently, economically and to ensure the safety of yourself and the general public, to wear the appropriate personal protective equipment and to ensure all work is carried out within the Health & Safety at Work Act.
* Responsible for working safely and keeping co-workers safe, following procedures, reporting unsafe practice.
* Ensuring accurate recording, completion and submission of documentation including time sheets, job sheets and material usage.
* Ensure accurate recording and use of PDA hand-held devices, including correctly completed and submitted electronic job orders, time recording, material usage, variations, completion and sign off.
* Delivery of a high quality, customer focused service
* Ensure all requests for material orders are accurate and submitted to the FM team.
* Undertake all work efficiently and cost effectively, minimising non-productive time and reporting any difficulties/delays to the line manage.
* To be responsible for the care and condition of all vehicles, plant, tools, equipment, spares and other materials used / issued to the post holder. And ensure such items are safe and fit for use at all times, reporting any defects immediately to the applicable Manager.
* To be responsible for the correct use of vehicles in accordance with company policy.
* Report all work related accidents and near misses to management and relevant authorities as soon as practically possible.
* To maintain confidentiality of information acquired in the course of undertaking duties for the business.
* Maintain awareness of the requirements of the company policies regarding health and safety.
* Take personal responsibility to work safely and challenge others to do the same.
* Reporting all situations where risk is present to support continual improvement of risk management.
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| **Key objectives for the next 12 months** |
| * Responsible for the accurate and timely delivery of all programmed works and projects as set out in the service plan.
* To build own knowledge base within CORSERV FM and develop core relationships with key staff across the business.
* To seek to improve delivery of development and maintenance processes across the service.
* Be a major contributor to the profitability and commercial success of CORSERV FM and the group company by reducing costs and ensuring the successful delivery of all works.
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**Competencies and other requirements**

*We use the following criteria below to assess your suitability for the role; please refer to the recruitment & selection column to establish at which stage the criteria are assessed.*

*Requirements assessed at the ‘Application’ stage represent the minimum essential requirement for shortlisting purposes*

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| **Behavioural Competencies** | **Recruitment and selection** |
| **Making Safety First**This is about ensuring safety is at the forefront of everything we do and embedded throughout the business, enabling CORSERV to be recognised as a proactive leader in risk management and contributing to our aspiration of Zero Harm for everyone involved with, or affected by our work activities* Working safely by managing own work activities
* Maintaining regular safety procedures to demonstrate safe working practices
 | Interview |
| **Working Together towards a Successful Business**This is about contributing to good working relationships and team effectiveness, so that the collective performance is greater than the sum of each individual’s effort, whilst recognising the contribution each team makes to CORSERV’s business objectives. This is seen by:* Tackling conflict within the team or group, trying to balance team and individual needs
* Sharing resources for the benefit of the wider organisation
* Supporting teams and individuals during difficult or challenging times
* Asking for and using ideas from team members to improve work and meet business objectives
 | Interview |
| **Satisfying our Customers and Engaging with our Community**This is about contributing to good customer (including client) relationships and working with and engaging our partners and communities to support local aspirations. This is seen by:* Keeping abreast of changing customer needs / issues and anticipates the impact on CORSERV
* Building effective relationships with the community and works with them to meet their aspirations
* Working collaboration with internal and external partners to deliver business objectives and enhance CORSERV’s reputation
 | Interview |
| **Sustaining and Innovation our Business**This is about contributing to the ongoing success and development of CORSERV’s business, by growing and innovating for long term sustainability. This is seen by:* Understanding CORSERV’s relative position in relation to key success factors in the industry
* Developing networks (internally and externally) to get regular and up to date information about opportunities
* Championing CORSERV’s reputation and seeks competitive advantage
 | Interview |

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| **Knowledge, skills and experience** | **Recruitment and selection** |
| Evidence of a relevant apprenticeship; City and Guilds Advanced Craft or equivalent NVQ Level 2 to 4 in a core trade. | Application Form |
| Demonstrates comprehensive technical skills in several core trades demonstrating a broad experience of building construction and maintenance. | InterviewAssessment |
| Evidence of competence of between 2-3 construction and maintenance skills – e.g. Carpentry, Plastering, Roofing, Kitchen and bathroom fitting etc. | InterviewAssessment |
| Awareness of relevant building codes, legislation, regulation and policies. | Interview |
| Demonstrates a sound understanding and working knowledge of the Health & Safety at Work Act | Interview |
| Ability to produce a high level of end result / final repair standard, be proactive and the ability to work unsupervised for extended period of time throughout the day.  | Application FormInterview |
| Demonstrates good written, social and interpersonal skills with the ability to communicate well. Ability to identify problems with clients, subcontractors and third parties and to seek a resolution. | Application FormInterview |
| Displays empathy and patience when dealing with clients and customers by both face to face and telephone.  | Interview |
| Has undertaken or is willing to undertake current Asbestos Awareness training.  | Application FormInterview |
| Makes sure tasks are completed on time, with minimum disruption to building users | Interview |

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| **Other requirements** | **Recruitment and selection** |
| Full Valid Driving Licence | Application Form |
| To participate as part of the 24 hour,7 day a week, Out of Hours emergency call out team as required. | Application FormInterview |
| This role has been identified by the organisation as safety critical | **YES** |
| This post is subject to overtime (where approved/appropriate) | **YES** |
| This post is subject to the Company’s Flexitime Scheme | **NO** |
| This post is subject to a criminal records disclosure check | **YES** |
| DBS | **Basic** |