

JOB DESCRIPTION

Job Title: Handyman/Maintenance Operative (Lochrin Quay)

Report to: Property Manager / Scheme Host

AIM OF POST

To assist the Property Manager in the provision of high-quality effective management services to the development. To ensure that the development is well always presented. To carry out compliance checks on site and carry out repairs/site maintenance tasks on site on both internal and external assets, as required.

MAIN DUTIES AND RESPONSIBILITIES:

GENERAL ACCOUNTABILITIES

- Lead by example, adopting Rendall & Rittner policies, procedures, and values.
- Constantly strive for continuous improvement.
- Delivering excellent customer service.
- Take personal responsibility for understanding and following the company's Health & Safety policies and practices.
- Able to handle confidential and sensitive information, dealing with issues and queries with utmost professionalism.

ROLE SPECIFIC ACCOUNTABILITIES

- To be a main point of contact and be responsible for regular inspections and maintenance of the development, which may involve the outer grounds as well as the internal common areas and flats, as prescribed by your Manager.
- Tending to issues upon request, reporting any defects as required.
- To carry out security inspections and operations as required.
- To be responsible for quality customer service for residents and guests whilst carrying out work and strive for continuous improvement.
- To conduct the required health and safety inspections and activities to assist in keeping



the development and workplace a safe environment for all.

- To report any defects and maintain cleanliness of the work area as required.
- To undertake additional training to enhance and extend the remit of the role.
- Ability to carry out routine maintenance and minor repairs across the estate.
- To effectively report back to Property Manager and scheme host with detailed reports of any defects including dimensions and supporting evidence.
- To work on the Company's H&S compliance system Quooda on PC and the Quooda App in supporting the Property Manager(s) in maintaining H&S compliance at Company benchmark.
- Attend regular meetings with the Property Manager and scheme host and provide reports and updates on various metrics at the development including but not limited to Health and Safety, contractor performance and complaints.
- Effectively manage the developments emails and respond to queries in a timely manner and within Company guidelines.
- Collect all loose rubbish from Estate grounds, paths, roads, All underground Garages, and communal entrances.
- On Bin collection days accompany Council operatives & clear all debris left on floor and sweep inside & out of Bin store.
- Visual inspection of all drains and gutters to be carried out. All issues should be reported to the Property Manager or Scheme Host.
- Sweep external terraces entrances to communal blocks including all metal work and louvres.
- Clean, wipe down and polish brass block signs on all blocks old and new.
- Remove Snow from Block entrances and steps and where necessary salt the areas (Salt/grit will be provided closer to the time)
- To be flexible and undertake duties within reason as required by the management.

HEALTH AND SAFETY

- To ensure that all incidents or accidents are logged accordingly, and appropriate actions taken.
- To assist with the scheduled fire and health and safety risk assessments and carry out preventative and reactive maintenance.
- To ensure the development has tight security measures in place to safeguard the residents, staff, and visitors.

- To apply and follow the latest building regulations in accordance with the Building Safety Act.

KEY BEHAVIOURAL COMPETENCIES

- **Safety**

Actively seeks to maintain a safe work environment for all employees, clients, contractors and members of the public.

- **Professionalism**

Demonstrating a methodical approach to work, including planning and organising oneself and others, in order to deliver work and prevent future problems.

- **Integrity**

Persuading, convincing or influencing others to get buy-in and win - win outcomes. It requires the ability to plan how to win support, gain co-operation and overcome barriers using a variety of approaches. It is also having the strength of character not to be dissuaded from following agreed procedures and raising to senior personnel any integrity concerns.

- **Respect**

Ensuring that ethical values are applied consistently to all. This includes taking the time to respect and understand others, interpersonal sensitivity and cultural awareness.

- **Innovation**

Continuously seeking areas for improvement, being open and adaptable to change driven by both internal and external factors; setting the bar higher to raise standards and secure competitive advantage. The commitment to achieve results, displaying persistence to overcome identified obstacles and the personal drive and determination to deliver desired outcomes.

- **Teamwork**

Working co-operatively and productively with others; openly exchanging information and supporting colleagues from around the organisation to achieve business goals.

SUSTAINABILITY

- To promote sustainability initiatives as directed by Rendall & Rittner.

The above is a high-level summary of accountabilities and is not meant to be a comprehensive description of the role. Additional ad-hoc responsibilities will arise which will be considered to form a reasonable part of the role and role requirements may be subject to change from time to time.

Handyman/Maintenance Operative

Name:

Sign:

Date:

Line Manager:

Name:

Sign:

Date: