

## **JOB DESCRIPTION**

### **IMPERIAL WHARF – HANDYMAN/MAINTENANCE OPERATIVE.**

**LINE MANAGER:** Facilities Manager/ Assistant Facilities Manager

**AIM OF POST** To assist the Estate Manager in the provision of high-quality effective management services to the development. To supervise and monitor the contractor performance, major works and line manage all Estate support staff.

**HOURS** Your Normal Working Hours 45 hours per week as follows:  
  
Monday to Friday 0800am to 05:00pm (with an unpaid lunch break of 1 hour)

### **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.

### **DUTIES & RESPONSIBILITIES**

**The following duties cover the activities of the Caretaker.**

#### **Daily.**

- a. Lights Internal/External
- b. Drains / Gullies
- c. Gates
- d. Doors
- e. Water Features
- f. Exterior Paving / Steps checked for serviceability.
- g. Safety equipment
- h. Lifts work Correctly.
- i. Carryout repairs as directed from Management.
- j. Assist management with any requests.
- k. Account for Stores and tools
- l. Carry out spot checks as requested from management.

- m. Carry out Inclement weather checks (Paths/Roads/Steps etc)
- n. Lease with the cleaning manager to confirm any faults.

### **Weekly.**

#### Weekly Checks –

- a. Weekly Meter readings (Water/Electrical)
- b. 25% of each block AOV systems
- c. Dry Risers Visual Inspection
- d. First Aid Box's (Are stocked)
- e. Fire extinguishers every Monday
- f. Check River walk Fence is secure and all buoys are present.
- g. Check pump and tank rooms for any leaks.
- h. Check Plant
- i. Submit and orders for Lights or stores to site Coordinator.

### **Monthly.**

#### Monthly Checks –

- j. Monthly Meter reading (Water/Electrical)
- k. Confirm Light Timers are correct.
- l. Roof hatch serviceability

2. Carry out any reasonable orders commensurate with your training and ability issued by the Estate Manager or Head Concierge

3. Arrive for your shift on time in accordance with management instructions to enable a full and detailed brief.

4. If you are arriving late for your shift, you must complete an occurrence sheet for the attention of the Development Manager/Facilities Manager explaining why.

4.1 Why you where Late reason why train/bus or car.

4.2 Why you did not phone in to inform anyone.

4.3 Failure to carry out these procedures may result in disciplinary action against you.

5 If you are going to be missing day's form your shift because of sickness or injury ensure that you inform the Facilities Manager or Assistant Facilities Manager of the previous shift and follow up by email explaining what is wrong to the following:

5.1 [dm@imperialwharf.net](mailto:dm@imperialwharf.net)

5.2 [fm@imperialwharf.net](mailto:fm@imperialwharf.net)

5.3 [conciergemanager@imperialwharf.net](mailto:conciergemanager@imperialwharf.net)

## 6. Health and Safety

6.1 To ensure that all incidents or accidents are logged accordingly, and appropriate actions taken.

6.2 To assist with the annual fire and health and safety risk assessments and carry out preventative and reactive maintenance.

6.3 To ensure the development has tight security measures in place to safeguard the residents, staff, and visitors.

6.4 Good understanding of the technical features of plumbing, carpentry to the level of being able to diagnose and problem solve matters.

## 7. REQUIRED EXPERIENCE AND TECHNICAL COMPETENCY

7.1 Excellent verbal and written communication skills.

7.2 Excellent IT and numeracy skills.

7.3 Contractor management skills.

7.4 Knowledge of building maintenance systems and reactive and preventative maintenance regimes.

7.5 Ability to safely use all equipment provided including bin tugs/pressure washers etc.

7.6 Practical application and working knowledge of Health and Safety requirements and legislation to eliminate or mitigate risk in the workplace.

7.7 IOSH Qualified (Ideal)

7.8 Working towards a professional qualification (Ideal)

## 8. KEY BEHAVIOURAL COMPETENCIES

## 8.1 Safety

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

## 8.2 Professionalism

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

## 8.4 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.

## 8.5 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.

## 8.6 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.

## 8.7 Teamwork

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

## 8.8 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.

I have read my job description and therefore fully understand my role and responsibilities.

Name:

Signed:

Date: