
Job Description
Maintenance Operative

| | |
|-------------------------|--|
| Responsible to: | Property Manager. |
| Responsible for: | N/A |
| Hours of Work: | 35 Hours per Week, plus one hour paid lunch break a day, including evenings, weekend and Bank Holidays. |
| Work Location: | YMCA SPG Property Portfolio, example areas are, Ealing, Walthamstow, East London, Surbiton etc. You will be based in one area but will be expected to travel when required to other sites. |

Job Purpose

- To complete effective repairs and maintenance, ensuring H&S and compliance is adhered to.
- To be competent in general maintenance types jobs in example trades of Painting, Carpentry, Ground works, Electrical, Drainage, etc.
- Ensure compliance and statutory obligations are met through the correct service delivery when carrying out works orders on servicing, repairs, estates and planned work.
- Carry out high quality repairs and maintenance, ensuring the correct logging of arrival times, parts and materials used are captured.
- To have effective communications skills when dealing with YMCA's customers, staff and external contractors.
- To operate and carry out repairs at any of YMCA SPG property portfolio when requested.
- Delivery of cyclical servicing programmes/repairs, ensuring economies of scale and value for money across the East London area is maximised and contracts are delivered collaboratively with contractors, colleagues and partners in order to ensure they are delivered within targets, budget and to agreed quality standards.
- To work with highly competent and engaged team, which delivers a broad range of services. Maximise the contribution of this team and others through collaborative working and training.
- To manage internal and external relationships including consultants, contractors, statutory authorities and other public bodies through which we deliver services, in order to drive H&S culture across the team and its partners
- To be responsible for property and building safety management within YMCA's East London portfolio.
- To identify risk to property and compliance and report back via correct channels and process.
- To work with the team and others involved in the management of the buildings in order to manage building safety risks appropriately.
- To manage buildings in accordance with the safety case report and the Building Assurance Certificate.

- To work collaboratively with the team to promote and deliver robust building management in line with building a safer future legislation.
- To deliver an effective and efficient property management service.
- To attend relevant training to help you either; be complaint, improve own technical skills and or other appropriate training that the business recognises.
- To be an ambassador for YMCA SPG and have our customers/residents at the heart of all decision making.

Organisational Context

The vision of YMCA St Paul's group is of 'places where young people thrive and communities flourish'. Its mission is to be 'an inclusive Christian Association transforming communities so that all young people can belong, contribute and thrive'. We are inclusive of all faiths and none. We seek to welcome everyone, offer excellence in all we do, inspire hope in others for what they might achieve and strive to grow and develop both people and places.

YMCA St Paul's Group (SPG) is the largest YMCA in Europe and one of the largest providers of supported housing in London and beyond, providing a safe place to stay for over 1,200 residents each night.

As well as accommodation, education and training, the Charity is focused on the transformation of communities through its 6+ Health and Wellbeing Centre's, including an outdoor swimming pool and a wide range of Children, Youth and Family programmes including nurseries, after school clubs and soft play centres.

Initial objectives

Key initial objectives for the Maintenance Operative are:

- To ensure operational delivery of continued 100% Health and Safety compliance alongside good risk management as the lift out of lockdown takes place.
- To agree the approach with the Property Manager in responding to the upcoming Building and Fire Safety bills.
- To embed harmonisation across the YMCA's East London sites for the in house provision of maintenance.
- To set a culture of continuous improvement in delivering first class repairs, maintenance and void service to our internal and external customers
- To provide an effective repairs and maintenance service for all property and estates within the YMCA SPG property portfolio

Key Tasks

Property Management

- To carry out essential services such as security, building maintenance and compliance, empty property management (voids), external cleaning, waste disposal, recycling and grounds maintenance.
- To work with the Property Manager to deliver an effective framework for the project management (continuous improvement), supervision and coordination of the work carried out by contractors and in house staff
- Carry out/organise for FRA/RA to be carried out in accordance with regulator recommendations
- Carry out regular estate inspections of buildings and grounds to check for maintenance issues, log works and ensure jobs are created for both internal teams and contractors.
- Respond appropriately to emergencies or urgent issues as they arise and deal with the consequences.
- Identify and manage risks emanating from your services.
- Work with other teams in the Charity ensuring that there is cohesion, good relationships and a joined response to meeting the Vision together for the locality □ Ensure integrity, trustworthiness and confidentiality at all times.
- You agree to undertake other duties that may be assigned to you over and above those listed in the job description within the scope and responsibilities of this role.

Building Safety

- Manage buildings within in a manner that ensures a coordinated building safety approach.
- To work with the Property Manager to coordinate the building(s) compliance programme to include fire equipment, portable appliance testing, alarms, legionella, Fire Risk Assessments, Electrical Inspection reports, Legionella risk assessments, Gas Certificates, Loler inspections, and Asbestos surveys and re inspection and any other compliance works within the portfolio.
- To work with the Property Manager to implement and co-ordinate Fire Safety, Fire Evacuation and security arrangements within the buildings to ensure a safe and compliant environment.
- Ensure that all relevant aspects of Health and Safety legislation and Building Regulations are adhered to in all circumstances relating to buildings within your portfolio, taking into full consideration recommendations in the revised Building Regulatory regime.
- Contribute to internal policies, procedures and systems for the operation of functions within your buildings.

Main Duties & Responsibilities

- To carry out daily health & safety checks and walk through of the estate.
- To maintain and operate a safe system of work
- To carry out weekly tests of fire alarms and emergency lighting in all properties
- To regularly check the proper operation of fire equipment and ensure emergency exits are not obstructed

- To ensure work areas are left in a tidy and safe condition
- To maintain cleanliness and general tidiness of all external areas.
- To litter pick all external areas and empty external litter bins on a daily basis.
- To undertake designated gardening duties including mowing, trimming and weeding lawns.
- To clear leaves, snow ice and moss as appropriate including treatment of surfaces with salt etc.
- To inspect all outside areas for dangerous materials and remove as necessary including the cleaning of external spillages.
- To report all defects which require specialist repair.
- To regularly inspect the plumbing and report/ repair defects as appropriate.
- To regularly inspect the plumbing and report/ repair defects as appropriate.
- To be aware of the location of all gas and electricity meters and read meters as required.
- To monitor and set the heating controls and boilers.
- To check the plant areas on a daily basis and record any findings.
- To inspect the outside fabric of the building and report/repair defects as appropriate.
- To inspect all fences, gates and walls steps, lighting etc. and report /repair defects.
- To undertake repairs as reported by residents, staff, members of public or the Manager.
- To assist with the ordering and taking of deliveries of material to deal with the above-mentioned repair.
- To carry out works in order to improve the estate as requested by the Manager. This will include (but not exclusively) the following.
 1. Water system extensions.
 2. Lighting system extensions and improvements.
 3. IT cabling and terminating.
 4. Kitchen refurbishments
 5. Bathroom refurbishments.
 6. Painting and decorating.
- To clean all flat roofs and roof drains.
- To assist with the cleaning of guttering in buildings
- To carry out lock changes requested by Housing Department.
- To carry out emergency repairs as and when required.
- To deal with, or arrange to be dealt with, all bursts, leaks, floods and breakages as appropriate.
- To deal with or arrange to be dealt with electrical and gas emergencies, making safe initially by turning off the supply.
- To ensure adequate access to emergency services, assist as necessary and secure premises as required.
- To arrange repairs with contractors with prior approval of the line manager.
- To assist with contractors / engineers when they arrive on site.

Finance and Budgetary Management

- Work with the Property Manager to contribute and achieve annual budgets.

- Work with Property Manager to Manage the Centre's Property team budget, in conjunction with the Head of Property Management, and to oversee price increases, ensuring that all works carried out are within its budgetary parameters.
- Maintain accurate financial and performance records, and produce reports as and when required by management.

General – All Staff

- Able to proficiently use IT systems, including working with databases, Microsoft office, email, internet.
- Attend all relevant training and development programmes.
- Attend all relevant cross-departmental and Corporate Office meetings as and when required.
- Undertake any other duties as requested by line manager.

This role may be required to work unsocial hours (early mornings and late evenings) and the occasional weekend. This role may also be required to deputise for the Director of Property and Places as required.

Because of the evolving nature and changing demands of our business this job description may be subject to change. It is recognised that the Charity is involved in a dynamic environment and as such, job descriptions will require to be periodically reviewed and amended reflecting the changing nature of the job. You may, on occasions, be required to undertake additional or other duties within the context of this job description, and according to the needs of the charity. Such reviews will be carried out in consultation with the staff concerned and one month's written notice given of any change in the job description