

## Maintenance Operative Supervisor

### Job Description

**Responsible to:** Property Manager

**Responsible for:** Maintenance Operatives and Maintenance Operative Apprentices

**Work Location:** YMCA St Paul's Group Property Portfolio – multiple London and surrounding sites

**Working Hours** 35 hours per week (plus 1 hour unpaid lunch break), generally worked within office hours, Monday to Friday

### **Essential Requirements:**

- Full clean driving licence and ability to drive a work van
- Ability to participate in out of hours Rota

### **Organisational Context**

YMCA St Paul's Group is a charity and registered housing provider whose 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, and seek to welcome everyone and achieve excellence in all we do

The Group provides supported housing and some General Needs accommodation as well as support, education and training. We also provide a number of gyms, studios, and other wellbeing facilities for use by our residents and the communities we serve.

Further information is available at: [www.ymcastpaulsgroup.org](http://www.ymcastpaulsgroup.org)

### **Job Purpose**

The Maintenance Supervisor is responsible for the day-to-day supervision and line management of maintenance operatives delivering responsive repairs, void works, and estates maintenance across YMCA SPG's property portfolio. The role covers but is not exclusive to residents' rooms, internal and external communal areas, gyms, nurseries, cafés and community spaces. The post holder will lead a culture prioritising safety, customer satisfaction, quality workmanship, and regulatory compliance, while promoting continuous improvement across the team.

## Key Responsibilities

- Deliver a repairs and maintenance service that understands and meets resident needs.
- Ensure high-quality repairs with accurate logging of repairs, voids, materials and follow-on works.
- Promote a customer-centred approach in all resident and colleague interactions.
- Support first-time-fix wherever possible
- Ensure statutory and repairs obligations are met for repairs, voids, estates and planned works.
- Oversee pre- and post-inspections for in-house maintenance operatives and contractors.
- Carry out repairs when required, demonstrating multi-trade competency.
- Support cyclical servicing and planned maintenance, ensuring value for money.
- Manage materials, stock audits and supplier performance and undertake Toolbox talks.
- Recruit, develop, motivate and retain a high-performing team.
- Lead by example, promoting YMCA values and a strong safety and customer culture.
- Effectively line manage maintenance operatives and undertake staff management requirements including one to ones and performance review, probation and sickness monitoring
- Ensure clear communication with operatives, contractors and colleagues.
- Drive a strong H&S culture across the team and contractors.
- Ensure maintenance operatives compliance with safety legislation and YMCA policies.
- Monitor adherence to risk assessments, COSHH, lone-working and fleet checks.
- Ensure operatives have correct PPE, tools, equipment and materials.
- Support delivery of property and building safety management. Ensure fire safety responsibilities are met, including fire door maintenance.
- Undertake relevant fire safety training as required. Attend required training to maintain compliance and develop technical skills.
- Ensure GDPR compliance.
- Identify inefficiencies and implement service improvements.
- Support development of team members through training and mentoring.
- Act as an ambassador for YMCA St Paul's Group.



**Person Specification / Key Competencies**

<b>QUALIFICATIONS</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• GCSE or equivalent including English and Math's.</li> <li>• CSCS or equivalent qualifications.</li> <li>• Full, clean driving license</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ Level 2 or 3 in a recognised trade</li> <li>• H&amp;S qualification (IOSH or equivalent)</li> <li>• Asbestos awareness or non-licensed asbestos training.</li> <li>• Fire door inspection/maintenance qualification</li> </ul>
<b>EXPERIENCE</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Minimum 2 years' experience in property, housing or repairs services.</li> <li>• Broad multi-trade building and construction knowledge.</li> <li>• Experience delivering repairs service via a DLO or multi-trade workforce.</li> <li>• Experience promoting safe working practices.</li> <li>• Resident-focused with commitment to positive outcomes.</li> <li>• Strong leadership skills with the ability to motivate and challenge performance and ability to drive continuous improvement and high standards</li> <li>• Excellent organisational and time-management skills.</li> <li>• Strong communication skills for residents, colleagues and contractors.</li> <li>• Proactive, adaptable and takes ownership, ability to problem-solving under pressure.</li> <li>• Strong IT skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of fire door maintenance or building safety compliance.</li> <li>• Experience within supported or social housing environments.</li> <li>• Experience using PDAs.</li> </ul>



<b>KEY COMPETENCIES &amp; SKILLS</b>	
<b>Essential</b>	<b>Desirable</b>
<b>Key Competencies</b>	
<b>Customer and quality focus</b>	
Focused first and foremost on the views and needs of the external and internal customers.	
<b>Collaboration</b>	
Able to develop and maintain positive working relationships with others.	
<b>Achieving Results</b>	
Able to produce reports and present work analytically.	
<b>Communication and influencing</b>	
Excellent communication and interpersonal skills.	
<b>Inclusivity &amp; Diversity</b>	
Able to work effectively in an Equal Opportunities & Diversity environment	
Able to respect the Christian ethos of the YMCA and uphold its values	
<b>Planning and organising</b>	
Good planning and organisational skills to manage a busy and varied workload	
<b>BEHAVIOURS and VALUES</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>Act as a positive ambassador and alignment with YMCA St Paul's Group values</li> <li>Professional, calm and empathetic manner.</li> <li>Commitment to equality, diversity and inclusion.</li> <li>Willingness to learn and engage in ongoing training.</li> </ul>	



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## Terms and Conditions of Employment

### Salary

£35,500

### Hours of Work

To be agreed at recruitment hours per week, worked by agreement with Line Manager, including early mornings, evening and/or weekends.

### Annual Leave

25 days per annum plus public holidays (for five day per week workers; otherwise, pro-rata).

### Conditions of Appointment

Subject to satisfactory references, medical clearance, Disclosure Barring Service check and verification of ability to work in the United Kingdom. Also required to wear staff badge, and where appropriate, supplied uniform.

### Probation Period

Six months.

### Continuity of Service

For those already employed within the YMCA Federation, continuity of service will be recognised for pension and annual leave entitlement, but not statutory rights.

### Notice Period

One week during the probationary period and then a minimum of one calendar month.

### Pension

Subject to certain criteria set by Government, you will be auto-enrolled into our chosen workplace pension scheme. The default position on Auto-Enrolment will be for your contributions to be made on a Salary Exchange basis, but you will have the option to opt-out of this arrangement. In respect of these Salary Exchange arrangements, you agree that your gross pay will be reduced by an amount equal to your Salary Exchange contributions.

### Other Benefits

Free use of the health and fitness facilities; a staff discount in restaurant

