

Role title	Maintenance Technician (Generic)	Date	Jan 17
Reports to Title	Reactive/Voids Maintenance Supervisor	Version	
DBS Disclosure Required: No			
Responsibility for End Results			
Purpose: To provide a customer focused repairs and maintenance service across L&Q's properties and its residents, and to carry out such works as instructed, whilst meeting L&Q's corporate targets of financial strength and resident satisfaction			
Key Responsibilities / Deliverables:			
<u>Main Accountabilities:</u> List in order of priority, the major activities or functions necessary to achieve the job's end results. The percentage of time spent on each of these should add up to 100%.			Time (%)
1. Contribute to the direct maintenance team's objectives, targets and achievements, whilst operating in line with L&Q values and delivering the highest level of quality and customer service to residents			
2. To carry out works to a high standard as detailed by work orders or instructed by the supervisor/line manager			
3. To work collaboratively within the direct maintenance team to meet and deliver the Trust's objectives			
4. To be the 'face and voice' of the Trust with residents and ensuring that repairs and maintenance are carried 'out right first time' and in accordance with L&Q standards, having regard for resident satisfaction at all times.			
5. Ensure works are carried out in accordance with L&Qs policies, KPI requirements and schedule of rates to ensure value for money and to keep material usage to a minimum consistent with the required quality of work			
6. Ensure compliance in respect of the relevant areas of governance and adherence to the required statutory and regulatory provisions. This includes financial probity, identifying fraud and health & safety			
7. Completion of time recording, appraisal paperwork and any monitoring documentation or equipment as requested (e.g. PDA)			
8. To adhere to all the relevant Health and Safety policy and risk assessment requirements that relate to the role.			
<u>Financial Responsibility:</u> Enter below any revenue, operating or capital budgets for which the role is accountable. None			
<u>People Responsibility:</u> (Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range).			
		Direct Reports	Indirect Reports
Total Employees		0	0
Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities: As and when required to participate in the training of apprentices, trainee's etc			
Knowledge, Skills and Abilities Describe the knowledge, skills and abilities required for the job. Include the need for any academic, vocational or professional qualifications			
Knowledge & Experience: Specialist Knowledge and experience of at least one specialist trade i.e. carpentry, plumbing, electrical, plastering painting & decorating – Essential General -A working knowledge and understanding of the building/maintenance trades environment - Essential --Knowledge of building & construction or housing repairs & maintenance - Essential. -Job related Health & Safety - Essential			

<p>Communication &amp; influencing skills:</p> <ul style="list-style-type: none"> <li>-Effective interpersonal and communication skills (written &amp; verbal) - Essential</li> <li>-Ability to assess customer needs and to meet quality standards for service with a focus on delivering -high standards of customer/resident satisfaction - Essential</li> <li>-Able to work on their own and/or within a team - Essential</li> </ul>
<p>Organisation &amp; planning skills</p> <ul style="list-style-type: none"> <li>-Able to plan and manage time effectively &amp; ensure the delivery of work within specified timescales - Essential</li> </ul>
<p>Academic &amp; professional qualifications relevant qualifications and or experience within role applied for.</p> <p>Electrician - Electrical apprenticeship to level of City and Guilds Electrical qualification. 17<sup>th</sup> Edition approved and 2391 testing and inspection</p> <p>Carpenter – NVQ Level 2 or formal apprenticeship or equivalent experience and experience working as a carpenter</p> <p>Plumber - City &amp; Guilds Level 2 or NVQ Level 2 or formal apprenticeship or equivalent experience and experience working as a plumber</p> <p>Tiler/Plasterer/Multi trade - City &amp; Guilds Level 2 or NVQ Level 2 or formal apprenticeship or equivalent experience and experience working as a Tiler/Plasterer/Multi trader</p> <p>Roofer - City &amp; Guilds Level 2 or NVQ Level 2 or formal apprenticeship or equivalent experience and experience working as a Roofer</p> <p>Fencing/Ground works - Relevant general building maintenance qualification or formal apprenticeship or equivalent experience and experience carrying out fencing and ground works</p>
<p>Other Skills</p> <ul style="list-style-type: none"> <li>-Basic IS skills/knowledge and effective use of technology required - Essential</li> <li>- Problem solving skills - Essential</li> <li>- Self motivated – Essential</li> <li>- Ability to Drive (full driving license) - Essential</li> </ul>
<p><b>L&amp;Q Values</b></p>
<p>These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions.</p>
<p><b>People</b></p>
<p>We care about the happiness and wellbeing of our customers and employees</p>
<p><b>Passion</b></p>
<p>We approach everything with energy, drive, determination and enthusiasm</p>
<p><b>Inclusion</b></p>
<p>We draw strength from our differences and work collaboratively</p>
<p><b>Responsibility</b></p>
<p>We own problems and deliver effective, lasting solutions</p>
<p><b>Impact</b></p>
<p>We measure what we do by the difference we make</p>
<p><b>Other</b></p>
<p>Commit to supporting L&amp;Q's environmental policy and social mission</p> <p>I will comply with all L&amp;Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks</p>