

# Job Description

Working with  
Halton Housing

Job Title

**Maintenance Technician - Plasterer**

Reports to

**Maintenance Manager**

Department

**Homes**

Salary

**£30,170**



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## Our Behaviours

Culture is important to us here at Halton Housing so we will look for our key behaviours in recruitment



### WE KEEP OUR PROMISES

Making decisions and taking responsibility for seeing things through to the end. It means being open and honest, and explaining what is and isn't possible.



### WE WORK IN PARTNERSHIP

We work in a collaborative way. It means listening carefully to our customers and colleagues and playing our part in the team, and supporting each other.



### WE ARE INNOVATIVE AND CREATIVE

We challenge how things are done. We are flexible and open to new ways of doing things. We learn from mistakes and continually seek to learn and improve.



### WE TREAT EVERYONE WITH RESPECT

Most importantly we treat people with kindness. By being helpful, approachable and treating people with respect, we can create a place where difference is valued, and where everyone can thrive and enjoy their job.

The above list is not exhaustive and we reserve the right to include any relevant task.

## Context of role

With 7,000 homes and 330 employees, Halton Housing is a business that prides itself on doing things differently. Forward thinking and innovative, our customers sit at the heart of everything we do. This role sits within Homes and reports to the Maintenance Managers. The Maintenance team are responsible for undertaking repairs and maintenance tasks to a high-quality standard and safely to support right first time and achieving excellent customer satisfaction. You will be an integral part of the Homes Directorate providing first class service to all our customers through completion of the highest quality work, within realistic timescales, whilst maintaining respect to all customers/colleagues and contributing to our vision of **Improving People's Lives**.

## Overall Job Purpose

The Maintenance Technician will be part of a dedicated team to deliver and undertake all repairs and maintenance to our customers' homes, which may include work on responsive repairs, void properties, aids and adaptations and planned improvement works to all of our housing stock or as directed. Repair requests will need to be translated into repair tasks in line with the policy and working practices. You will provide a high-quality service to our customers' and deliver works in line with your core trade and any supplementary trades which we have recognised you carry. Your salary will be calculated in line with our MT Tier System and is reflective of the number of trades which you have demonstrated your competence in. These will range from MT1, who will be responsible for works within their core trade, and MT2 & MT3 with 2 & 3 trades respectively. We aim to complete jobs right first time to the customers satisfaction and you will be responsible in achieving this and ensuring all targets are safely met to a high standard. We place a lot of value on development and as such you must make yourself available for any training required.

To do this role you will have the ability to work with minimal supervision and demonstrable organisation skills with the ability to plan and organise own work. This will also mean that you will be available to work flexibly including being part of an emergency 'on call' rota. This is to ensure that our customers are getting the very best of service. Our Maintenance Technicians are the 'eyes and ears' of the organisation and your duties are not limited to fixing a leaking tap. You will be the face of Halton Housing and will be skilled when dealing with customers from all walks of life. Some of our customers will be dealing with physical and mental disabilities and you may be the only person that they see that week. As this role needs to travel around the borough, a full driving license will be needed.

## Principle Accountabilities

- To undertake repairs safely and to a high standard, in your core and additional trades (if appropriate) in properties within Halton Housing's estate.
- To manage your van and stock within it in accordance with our policies and procedures.
- To meet standards and targets for productivity and efficiency and to familiarise yourself with our performance dashboards.



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- To meet standards and targets for productivity and efficiency and to familiarise yourself with our performance dashboards.
- Review and analyse your performance against targets set by your manager including customer satisfaction, productivity, right first time and access rates.
- To recognise any issues, you discover in customers' homes in particular regard to safeguarding and the Habitation Act.
- Evidence any works delivered outside your core trade carried out to the required standard.
- Ability to liaise with the 3rd parties, public and customers whilst carrying out your duties in a courteous and professional manner, always demonstrating the Halton Housing Behaviours and Values.
- To liaise with our materials provider to ensure that you have the right materials to complete a job right first time.
- To be responsible for using software and hardware provided correctly in order to deliver an excellent service, full training will be given for you to achieve this.
- To work flexibly in order for us to meet customer need, this will include participating in relevant rotas to an agreed frequency

## Skills/Knowledge Required

### Essential

- Experience in a core trade including but not limited to joinery, plumbing, plastering, painting or floor laying
- NVQ or equivalent in core trade
- Solid working knowledge of core trade with proven understanding of other trades basic functions and their relation to core trade.
- Good customer service and communication skills (internal and external) demonstrating understanding and support whilst handling/resolving difficult situations or conflict and able to constructively challenge and give/receive feedback (including people/customers, processes/systems and ideas)
- Ability to follow defined processes and procedures in an accurate and consistent manner whilst monitoring data, identifying trends, problem solving and escalating where needed.
- Understanding and awareness of Health and Safety at work through either experience or research.
- Ability to use or willingness to learn about technology required for the role such as basic Microsoft packages incl TEAMS

### Desirable

- Ability to use MS Office packages
- Experience of working alongside multiple trades



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