



SUPPORTING INFORMATION FOR THE POST OF
GENERAL MAINTENANCE ASSISTANT – 37 HOURS

March 2020

HOUSING AND PROPERTY SERVICES

MAINTENANCE ASSISTANT – 37 HOURS

Grade 2 (A2) £19,554 - £21,166 per annum

The Housing and Property Service provide a landlord service to over 3500 properties; this includes the allocation and letting of properties, providing responsive repairs, and providing high performing tenancy, income and estate management services.

We are looking for someone to work within the Neighbourhood Services team to provide a maintenance service for our estates. Duties will include: general caretaking (such as the removal of bulk items, low-level repairs and gardening work; weeding, pruning, etc.), responsibility for health and safety inspections and checks of our communal area; testing and reporting, and assistance with house clearances. There may also be times where you are asked to carry-out DIY and/or decorating within a tenant's home.

If you are a self-motivated individual with general maintenance and/or grounds maintenance experience, the ability to communicate with a wide range of clients, and a passion for providing good customer service, we can offer you a role with scope and the challenge of contributing to our aim of improving our performance and service to customers.

For an informal discussion, contact Terry Buzec on 01529 414155.

For further information regarding the above, or if you would like to apply for the vacancy, we encourage you to refer to our website www.n-kesteven.gov.uk

The closing date for applications is 29 March 2020

Interviews will take place 15 April 2020

Dear Applicant

Vacant Post: General Maintenance Assistant

Thank you for your interest in the above post.

I enclose an application pack, which includes: role profile, job overview, and main terms and conditions.

If you do not demonstrate on the form that you fulfil the criteria for the position, you are unlikely to be successful in your application.

Please apply via the North Kesteven District Council website, ensuring that you complete all sections of the application form fully. CVs are not accepted. When filling in your application form, please study the job overview carefully. If you do not demonstrate on the form that you fulfil the criteria for the position, you are unlikely to be successful in your application.

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Yours faithfully

Louise Bush
HR Assistant

POST TITLE: General Maintenance Assistant
Business & Operational Support A2 - Generic Role Profile

JOB PURPOSE:

- To support delivery of an efficient and effective service and to contribute to the priorities and ambitions of North Kesteven District Council

PRINCIPAL DUTIES & RESPONSIBILITIES:

- Carry out a range of practical tasks and activities following established precedent, processes and procedures.
- Ensure the range and volume of work to be undertaken for the days ahead is planned in order that work is completed on time and to an appropriate standard.
- Carry out a range of administrative and/or support activities to contribute to the smooth running of the service.
- Identify and resolve first line problems, referring to a more senior officer if necessary.
- Undertake routine financial and data processing, including raising orders and requisitions, checking and maintaining stock in accordance with approved relevant procedures, ensuring security is maintained.
- Collate, record, store and retrieve information including confidential and/or sensitive information.
- Receive and respond to general enquiries from customers (external and/or internal), referring requests outside of one's own knowledge base/responsibility to the appropriate person/area in order to provide an efficient and effective service.
- Monitor and maintain a safe working environment for self and others.
- Promote a positive image of the service area and the Council as a whole.
- Ensure effective communication with Councillors and team members at all levels.
- To lead by example by embracing and living the organisations values and behaviours.
- To undertake such other duties as may be determined from time to time, within the general scope and commensurate with the grade of the post. Duties outside the scope of the post may be undertaken with the consent of the post holder.

KNOWLEDGE, SKILLS & EXPERIENCE

- Prior work-related experience and/or equivalent NVQ level
- Numeracy, literacy and IT skills as appropriate
- Familiarity with standard office software packages as appropriate
- Good working knowledge of relevant health and safety policies and procedures

OUR COMMITMENT:

NKDC is a people-focussed, honest and high-performing organisation, which utilises teamwork to deliver a professional service to our customers and

partners and in making positive contributions in support of a District of Flourishing Communities.

All our employees are supported to manage their workload, take responsibility, be proactive about their own development, to work effectively with others, and to meet our customers' needs; and where relevant are supported to be effective managers and leaders. We expect all employees and volunteers to comply with all current legislation, Council Policy and procedures including but not limited to duties defined in the Health and Safety at Work etc Act 1974, the Council's Health and Safety Policy, and any specific Council policies as appropriate to their role.

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. We expect all employees and volunteers to share this commitment. All employees who come into contact with children, young people and adults at risk are expected to comply with all requirements detailed within the Safeguarding Policy.

We work closely with Union representatives to help ensure approaches and solutions adopted are fair and equitable across our workforce. All employees have the right to join a trade union and to take part in its activities. All employees also have the right not to belong to a trade union.

MANDATORY JOB REQUIREMENTS

- To have the appropriate legal status to drive an NKDC vehicle and responsible for arranging and monitoring regular maintenance and upkeep of the vehicle.
- To undertake a wide range of basic general maintenance duties and grounds maintenance duties, both in and external to tenants' homes, including; basic repairs, decorating, DIY, gardening and litter collection.
- To deliver and collect equipment and items, and act as courier to all areas in the district.
- To complete regular health and safety inspections/checks of the communal areas of the Council's buildings; resolving minor issues and reporting defects/concerns to the appropriate officer.

Job Overview

Knowledge

The jobholder needs knowledge of the Organisation's relevant procedures or practices plus additional practical knowledge in order to do this job. These relate to a range of different tasks, some of which are relatively complex. He/she requires detailed knowledge of some of the policies covering his/her service's area of responsibility.

Mental Skills

The jobholder is regularly faced with problems or situations which he/she must resolve personally and some of the more difficult ones are not covered by existing rules, procedures or instructions. Some of these problems will require the jobholder to apply creative skills in order to develop new solutions, using novel applications of known techniques. Analytical skills are needed in order to interpret available information. When trying to clarify one of the more complex problems that he/she has to resolve, the information required normally all comes from the same source. The job involves developing plans for future actions, activities or events up to a month ahead.

Interpersonal and Communication Skills

Advisory, guiding, negotiating and/or persuasive skills are required occasionally. The exchange of complicated and/or sensitive information is a requirement of the job. The communication of this information is normally carried out orally.

Physical Skills

Specific physical skills are required, involving a high level of precision, for some of the tasks in this job.

Initiative and Independence

The jobholder's activities are undertaken in accordance with policies and procedures laid down by others, although the jobholder is not always given instructions or predetermined schedules defining how the main task(s) are to be carried out. He/she is expected to prioritise allocated tasks and duties within the work load for the day and is required to make decisions about when and how duties are to be carried out beyond that.

Physical Demands

This job requires the jobholder to use a very high level of applied physical effort for a small but distinct proportion of the total working time. Lifting/carrying is also a feature requiring a high level of effort for a large proportion of the total working time.

Mental Demands

General mental attention is sufficient to ensure that the tasks and duties of this job are carried out correctly. There is a need for concentrated sensory attention by the jobholder for lengthy periods and this is required about once a day. Working to deadlines is a feature of this job, requiring the jobholder and/or his/her team to complete a task or series of tasks by a pre-set time. He/she is occasionally subject to conflicting demands, with more than one person requiring a service or assistance simultaneously. Unavoidable interruptions occasionally make it difficult to complete the job duties.

Emotional Demands

The job involves direct personal involvement with people whose personal circumstances or behaviour could cause the jobholder emotional stress or upset. These are mainly users of the Organisation's services but the level of emotional demand is not "significant" when

compared with that experienced by some other employees. This emotional demand is an integral feature of the job occurring frequently.

Responsibility for People - Well-Being

The jobholder has an impact on the well-being of individual, or groups of, people through the provision of a service or services to them. Some of these people are directly reliant on the jobholder for their care and/or welfare.

Responsibility for Supervision/Direction/Co-Ordination of Employees

The jobholder is not required to supervise or manage any Organisation employees. The job occasionally involves the demonstration of duties to, giving advice and guidance to, or the training of other employees, students or trainees.

Responsibility for Financial Resources

The job involves limited, or no, direct responsibility for financial resources. The work may involve occasionally handling small amounts of cash, processing cheques, invoices or equivalent.

Responsibility for Physical, and Information Resources

The jobholder's main responsibility for physical resources is for buildings, premises and/or external locations, specifically their maintenance and/or repair, and covers a range of buildings or locations. The jobholder also has a responsibility for equipment and/or tools which he/she has to both use and maintain. Some of the equipment used is expensive. On the equipment for which the jobholder has a maintenance responsibility he/she has to carry out "day-to-day" maintenance (i.e. cleaning, re-fuelling, carrying out minor repairs, etc.).

Working Conditions

The jobholder regularly works outdoors and will sometimes be exposed to the weather when doing so. This exposure occurs for a large proportion of the overall working time. The job also involves regular exposure to very disagreeable, unpleasant or hazardous situations for a moderate proportion of the total working time. Serious verbal abuse, aggression or other anti-social behaviour from members of the public is an unavoidable, but occasional, feature of this job.

MAIN TERMS AND CONDITIONS OF APPOINTMENT

A copy of the role profile is attached.

SALARY

Salary range is £19,554 - £21,166. The successful candidate will be placed within the grade subject to qualifications and experience.

OFFICE HOURS

The hours of work are 37 per week. A scheme of flexible working hours is in operation whereby, within prescribed limits, an individual's precise working hours are left to his/her own choosing

HEALTH SCHEME

You are entitled to join the Council's health cash plan.

HOLIDAYS

The annual holiday entitlement is 24 days (29 days after 5 years' service in local government) plus a further 8 Bank and Public holidays (pro rata).

SICKNESS

Subject to certain qualifying criteria, you will receive your normal pay when you are off sick.

PENSION

You will automatically be enrolled into the Council's pension scheme, the Lincolnshire County Council Local Government Pension Scheme.

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