

Leathermarket JMBJob Title: **Repairs Assistant**

Salary: L4 Pt 9:£25,161 - £26,544

Purpose of Job

A Repairs Assistant will complete non trade (unspecialized) responsive repairs to Leathermarket JMB's managed properties ensuring that the JMB's repairing obligations (statutory, contractual and discretionary) are met at all times in the completion of the specified jobs.

The repairs will involve working in both tenanted and void properties and in all communal areas of the blocks and estates irrespective of the weather conditions.

Delivery of these responsive repairs will be to a high standard and in a timely fashion ensuring the needs of the tenants are paramount.

The post-holder will form an essential part of the JMB's customer focused service delivery and, as such, will always maintain the highest standards in terms of workmanship, uniform, customer care and compliance issues.

The post-holder will be part of a team of Repair Operatives/Assistants directly employed by the JMB designed to deliver a more efficient and responsive value for money service than if the service were contracted out to the private sector.

Main Duties and Responsibilities:

- Carry out minor multi trade responsive repairs as directed by the Repairs Delivery Manager (RDM) as indicated at the end of this section. At all times recognizing the work may be carried out in customers' homes and therefore appropriate procedures in terms of dust sheets, debris clearance, safe working practices etc. are to be adopted at all times.
- As apprentice/trainee to assist the traded repair operatives and the Repairs Delivery Manager with their repair jobs acting as general labourer with a view to gaining knowledge/experience of a defined trade.
- To identify the correct materials and tools (in terms of both type and quantity) for each job and to collect and transport materials to site ensuring that all stock/materials audit procedures are adhered to.
- Able to follow up works as required on behalf of the operative by procedure or instruction and therefore ensuring a satisfactory conclusion to the relevant appointments.

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- Carry out preparatory work in the JMB's store shops as required. As directed by the RDM, clean and tidy the stores and take stock inventory.
- Liaises with office based JMB staff, residents or their representatives and outside bodies/staff to ensure appointments are kept and access arrangements are handled in a proper and timely manner.
- Report back to the RDM on any additional work required. Also to help diagnose and specify repair work in relation to 'inspect and report back' job tickets.
- In carrying out these peripatetic duties, to ensure that all repairs needed to the JMB's block and estate communal areas are recorded and reported back to the RDM with special emphasis on compliance/health and safety issues such as communal lighting and trip hazards.
- Attendance for evictions will be required from time to time and to facilitate forced entries (including subsequent security and lock changes) both to properties and communal areas.
- As and when required, to take delivery and store appropriately materials and tools and to make deliveries.
- To respond to all emergencies, including those occurring out of core hours, in an appropriate and timely fashion to ensure that conditions are made safe and damage to the JMB's stock/assets are minimal.
- Ensure that compliance issues that come to your attention (for example health and safety, vandalism and antisocial behavior) are identified, documented, reported and remedied in a timely fashion.
- Take responsibility for any JMB vehicle being used as part of the duties, ensuring it is driven in an appropriate manner, is roadworthy, serviced, clean and tidy. To ensure that it is used to transport personnel, materials and tools to site and to assist in the subsequent clearing of debris from site including its disposal.

Multi Trade Work includes (inter alia):

- Decorating: strip walls/ceilings, wash down, fill, paper, paint (oils and emulsion)
- Remove mold, wash and treat with fungicide
- Laboring (including paving) to include removing rubble and minor concrete/screed/bedding work
- Transporting materials and tools.
- Boarding up and make secure
- Lock Changes
- Remedy waste leaks to baths, wash hand basins, WCs and sinks
- Diagnose feed leaks and report.
- Minor carpentry and plumbing repairs, tiling.
- Unblock drains and gullies.

Job Context

The post holder reports to the Responsive Repairs Manager. In delivering minor repairs the post holder will be expected to carry out the work after having received instructions.

In respect of trade activity the post holder will be expected to work with the traded Repair Operatives to gain knowledge/experience.

The repair assistant will be expected to attend courses, gain certificates to enable him/her to undertake the full duties of a Repair Operative. As part of the customer facing workforce, the DLO must maintain the highest standard of a professional tradesman at all times.

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Person Specification

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Unless stated Desirable (D) all criteria are essential. Criteria noted under experience and knowledge will be assessed at shortlisting stage and may be discussed further in any interview.

Experience

1. Has worked/gained experience in the built environment
2. Has experience of delivering minor responsive multi trade repairs/decorations
3. Experience of working for a social landlord (either directly or contracted) in a demand led environment.

Knowledge

1. Working towards appropriate trade certificate/qualification
2. Working toward obtaining certificates in compliance areas including basic health and safety practices.
3. Have a full driving license.

Skills and Abilities

1. Basic numeracy and literacy to enable post holder to measure and quantify repairs/materials, report back on repair specifications etc.; communicate with other JMB officers, customers and outside agencies.
2. Able to lift materials and tools, climb ladders and stairs, work in confined spaces and outside in inclement weather.
3. Display understanding of a customer focused approach including compliance with good practice when working in people's homes and good verbal communication skills.
4. Ability to work to time scales in relation to both attendance on site and repair delivery.
5. Ability to work alone and display self-motivation in terms of learning a trade