

Maintainer (Gosport)
CESSA Housing Association (CESSA HA)

Person Specification

The Organisation is passionate about ensuring that we deliver excellent repairs services to our tenants. Therefore, the Maintainer should be a multi-skilled tradesman with the capability to undertake basic plumbing and electrical repairs and other building and domestic fault correction. Alternatively they must be able to demonstrate that they have the ability to provide the necessary breadth of skills required for the role. It would be an advantage if they held an applicable, recognised electrical competence qualification and had experience in quality standards for plumbing, painting and decorating.

Being able to communicate clearly with contractors and other members of staff, such as Scheme Managers as well as being able demonstrate empathy and excellent customer service skills to our tenants, who are elderly, is essential.

Experience of gas heating systems, lifts, fire alarms and door entry and emergency call systems are not required as they are all commercially maintained.

Essential Criteria

- A demonstrable track record in all aspects of Health & Safety and housing maintenance.
- Excellent problem solving skills.
- Excellent time management skills; able to prioritise and manage a varying and busy workload.
- Effective communication and negotiation skills at all levels.
- Honesty, openness and empathy with older people, particularly those with an ex-Service background.
- Experience of using IT systems and applications - such as Microsoft Word, Excel and Outlook.
- Clean driving licence.
- DBS clearance (or ability to obtain it, i.e. no personal history that would preclude it).

Desirable Criteria

- Experience of working with older people and of lone working.
- A recognised electrical competence qualification for domestic systems (e.g. NECIC Regulations Certificate).
- Experience of plumbing, painting and decorating quality standards.
- An understanding of the Armed Forces.