



**Maintenance Multi Trader**

**August 2020**

# Vision Norfolk

Living Life With Sight Loss



## **Introduction**

Norfolk and Norwich Association for the Blind (NNAB) has been supporting people locally with sight loss to enjoy active, independent and fulfilled lives for over 213 years.

Over these two centuries, the organisation has adapted to meet the ever-changing needs of its clients, their carers and supporters. It has enjoyed unwavering support from the people of Norfolk who have shown this in many different ways including volunteering their time and skills.

Some of the support provided to people with sight loss includes residential home, supported housing, activity centre and equipment hubs.

You will be working as a part of our maintenance team and monitoring the performance of a variety of contractors. Occasionally deputising for the Asset Manager, you will help us provide a top-class service to our residents and staff who live or work in our properties in Norwich, Gt Yarmouth and Kings Lynn. You must be reliable and fully conversant with most building and maintenance trades and have a good understanding of security and safety regimes. We pride ourselves upon the quality of our workmanship and aim to achieve high levels of satisfaction from the people we serve. You will share on-call duties with other members of the team and be able to motivate and develop those you supervise. You will need to drive and have a current driver's licence and although based in Norwich, you will be expected to drive to other sites in Norfolk.

Thank you very much for your interest in the post. If you have any questions about the post please do get in touch by email to [recruitment@nnab.org.uk](mailto:recruitment@nnab.org.uk).

We look forward to hearing from you

## **Job Description**

**Post:** Maintenance Multi Trader

**Location:** Norwich

**Reporting to:** Asset Manager

**Hours:** 37.5 per week

**Salary:** Negotiable

**Date created:** August 2020

**MAIN PURPOSES OF JOB:** The main function of this role is to carry out reactive maintenance work and refurbishment across the association's properties, to oversee the workflow at our facilities; to organise day to day tasks and to ensure that tasks are completed in a timely manner.

### **MAIN DUTIES:**

- Inspect all community spaces daily to identify problems, mechanical failure or breakdowns
- Repair plumbing and safety systems as required
- Ensure the area is safe and maintained in appropriate manner
- Maintain various systems on the premises
- Test performance of various appliances across the sites
- Provide tenants with advice and guidance on maintaining their flats and equipment
- Respond to, delegate or carry out maintenance tasks as and when they come in
- Ensure all maintenance and statutory checks are carried out on time and recorded

- Work on and supervise larger budgeted tasks organised by the manager
- Ensure health and safety procedures are adhered to by staff and contractors
- Handle and resolve complaints and resolve problems escalating when necessary in accordance with organisational policies and procedures
- Ensure adherence to legal and company policies and procedures
- Be part of the call out rota for out of work hours
- Be willing to attend training courses when necessary
- Any other reasonable duties as requested

<b>Experience</b>	
<b>Essential</b>	<b>Desirable</b>
Proven experience as a multi trader: <ul style="list-style-type: none"> <li>• Plumbing knowledge to address leaks, clogs, installations and any other drainage problems</li> <li>• Electrical wiring capabilities to manage minor electrical problems with the building's electricity</li> </ul>	Supervisory experience

<ul style="list-style-type: none"> <li>• Carpentry ability to handle repairs and refurbishments</li> <li>• General Grounds Maintenance</li> <li>• Familiarity with Health and Safety in the workplace</li> </ul>	
<b>Skills/knowledge</b>	
<b>Essential</b>	<b>Desirable</b>
<p>Excellent interpersonal and communication skills to interact with employees or residents of the building in a pleasant manner</p> <p>Ability to work in small team or independently</p> <p>Attention to detail to ensure that all jobs are completed in an exemplary manner and any potential hazards or warning signs of problems are not overlooked</p> <p>Excellent organisational skills</p> <p>Knowledge of Microsoft office</p> <p>Ability to prepare quantity lists and collect materials from merchants using our purchase order scheme</p> <p>A positive approach to all ages and sections of the community</p> <p>A clean driving licence</p>	<p>Understanding of Sight Loss and Visual Impairment</p>

## General Information

- The main duties details the key areas of work however these will be updated as the job progresses
- It is essential that the candidate has the ability to repair or refurbish all areas of our dwellings to a high standard, particularly kitchens and bathrooms, as an individual or within our small team
- The work undertaken as part of this role must be carried out within the relevant policies and procedures of Vision Norfolk
- All job holders are required to understand the principles of safeguarding (children, young people and adults) and actively embed this in their everyday work including how to raise concerns
- Job holders will be expected to be flexible in their duties and carry out any other duties commensurate with the job level and falling within the general scope of the job, as requested by management.

## Vision Norfolk's Values

**Openness** we are committed to a culture of honest team work and collaboration

**Respectfulness** we will actively listen to our stakeholders and value everyone's input

**Professionalism** we will retain our reputation by being trustworthy, consistent and reliable

**Flexibility** we will continually adapt to provide the best outcomes for our clients/service users

**Enabling** we will always work alongside an individual to provide the tools to achieve their goals

**Positive** our 'can do' approach will always be ambitious for our clients/service users

**Responsible** we will be individually accountable for our actions and collectively responsible for achieving the best for our clients/service users

## **Application Process**

Please send a covering letter (no longer than 2 x A4) along with your most recent CV to [recruitment@nnab.org.uk](mailto:recruitment@nnab.org.uk). Please clearly address the points in the person specification with examples in your application.

Deadline for applications:

Interviews: w/c

## **Details regarding the post**

### **Duration**

The post advertised is a permanent appointment

### **Salary**

The current salary offered is £... per annum for 37.5 hours per week.

Salary is paid in 12 equal instalments on the 25<sup>th</sup> of each month directly into your bank account and covers work carried out in that calendar month.

Any weekend or evening work will be re-imbursed as time off in lieu.

### **Hours of work and working arrangements**

The normal working week for this post is 37.5 hours, Monday to Friday and covers 52 weeks per year.

Job holders will be expected to share the on-call duties.

You will be required to work flexibly to meet the needs of the service including evenings and weekends.

### **Location**

The post will be located within the NNAB offices

### **Benefits**

Stakeholder Pension Scheme with Royal London, Contributions 4% employee, 4% Employer

Westfield Health Scheme covering eye tests and glasses, dental checks and treatment, physiotherapy, consultations etc

Canada Life Assurance covers all employees and pays 2 times annual salary on death of the employee