Building Assistant

Job description and person specification

Job description – Building Assistant

Reporting to the Building Compliance Coordinator – Complex Buildings

People responsibility:

- Direct reports = **0**

Work Location:

Shropshire, Midlands and Staffordshire.

Summary of role:
The Building Assistant role will be responsible for ensuring a comprehensive support service to ensure the continued operation and maintenance of the Group's Complex Buildings.

The focus of the role will be to assist in all areas of Building Compliance and Safety requirements and contribute to the continuous improvement of services provided to the site.

This role plays an integral part in enabling the operational delivery of the following organisational priorities:

- Delivering more for our customers
- Having the capacity to build more homes
- Being a great place to work for our colleagues
- Being a financially resilient business
- Being a key influencer in the region

The role has responsibility for role modelling and embedding our valued behaviours, and supporting the wider business to develop a positive, inclusive and engaging culture:

- Own it – Make it happen
- Improve it – Move things Forward
- Live it – Show understanding and compassion

Key areas of responsibility:

- Regular Building Compliance and Safety - Emergency lighting tests, Fire equipment inspections, fire door checks, water hygiene risk assessment checks, security arrangements and other checks associated with building services ensuring the accurate records are kept.
- Minor Plumbing repairs – e.g. taps, shower heads / hoses (replacement / cleaning), installation of appliances, disconnection of appliances, toilet seats, rodding drains and blockages.
- Minor Carpentry repairs – e.g. lock changes, rehang doors, fix and refix units, cabinets, architrave and skirting's.
- Minor Finishes works / repairs – e.g. plaster patching, decoration, wall and floor tiling
- Cleaning and replacement of filter to mechanical air ventilation / extraction units
- Repairs and maintenance activities to the building and its services, that would be expected from a reasonably skilled and experienced Building Assistant, where additional instruction, training and supervision is provided.
- Void / relet property preparation works – (Repair and maintenance as outlined with main responsibilities).

- Plant room / boiler room checks and inspections on heating, hot and cold water supply and distribution equipment, carry out routine works to ensure continued operation of equipment (e.g. ash clearance from Biomass boiler, checking of supplied wood chips for compliance with standard).
- Refuse management of the building - rotation of communal bins, collection of waste of around the building (including kerb side positioning for collection), communicating and working with waste management company / council.
- Lamp replacement - within flats and communal areas
- Decoration - Common areas, Voids and provision of service to residents.
- General housekeeping and cleaning - Specific items within communal areas, carpets, parts of building services, guest bedroom, assisted bathrooms, refuse room / chutes, hard standings and grounds, litter picking.
- Snow / Frost Management – Gritting, Clearing etc.
- Moving of furniture and equipment around the building or between buildings.
- Fire Marshall fire management duties.
- Liaising with maintenance contractors and trade operatives – a point of contact for outside work, provide knowledge of the building and its service and operation, manage access, notification to residents etc.
- Conduct building induction and orientation for new staff and contractors
- Administration associated with job role such as completing inspection reports, Job logging and monitoring, written / verbal communication with other areas of the business, attend and contribute to meetings with internal staff and external agents.
- To monitor stock levels of consumable items such as fuel, grit, toiletries, light, bulbs/tubes and arrange to replenish supplies in accordance with current procedures.
- To develop a positive relationship with customers/ residents and visitors to the Estate.
- To build and maintain a good working relationship with building / Service Managers and onsite staff teams (whether internal to the Group or leaseholder, managing agent etc).
- Provide an enhanced service for new tenants during the occupation / new tenancy within Extra care schemes (installing minor fittings i.e. curtain rails, wall art over radiators).

Additional responsibilities:

- **Health and Safety:**

In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Line Manager and Safety Representative achieve our Health & Safety aims and objectives, you will be conversant with the Current Health And Safety Policy on the Intranet in particular the Statement of Intent and section 5.6 and 5.7 of the Policy “Health & Safety Responsibilities”.

  - Responsible for ensuring that all of the Group’s Health and Safety policies and procedures are fully implemented and adhered to

- **Data Protection:**

  - To follow the Data Protection principles in all work activity
  - To attend any training specific to the role regarding GDPR

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Person Specification

What do I need to be successful as the Building Assistant Role:

- The ideal candidate will hold experience of working in a similar environment with health and safety awareness.
- Basic trade skills with general DIY ability is desirable and further job training will be provided
- The candidate must have an ability to prioritise workloads under pressure to meet deadlines without direct supervision.
- A trade background is preferred (carpentry, plumbing, electrician, builder etc.) with ability to multi-skill across a number of trades / activities.
- Adheres to and promotes the Group's business values. Deals with customers and colleagues with commitment, integrity and respect.
- Recognises and respects the individual values of all employees. Adopts an open, flexible and receptive approach to working with others.
- Produces accurate and high-quality work. Uses initiative and consults with manager where required.
- Articulates opinions and information confidently and clearly. Actively listens to the communication of others.
- Supports and shares information with team colleagues, actively participating in decision-making and problem solving to improve services.
- Uses clear oral and written 2-way communication to share information.
- Assists in identifying problems, offering appropriate ideas to resolve them.
- Demonstrates judgement and the ability to contribute to decision- making at a local level. Seeks advice and information

Additional specialist skills and qualifications to be successful in this role:

- Full driving license is essential
- Trade based qualification and / or time served experience as a trade person is desirable. DIY skills are desirable.
- Three GCSE including Maths and English (Grades A-C) or equivalent is desirable.
- Experience using IT systems is desirable.

Training and Development:

In line with our Group values 'Own it, Improve it, Live it' you will receive a role specific training plan to support you in the role of Building Assistant

You will be required to complete continuous professional development, to further support your role and the Group.