

Job Description

Job Title:	Healthy Homes Technician
Reporting to:	Area Technical Manager/Empty Homes Manager/ Planned Works Manager
Directorate:	Property
Direct Reports:	N/A
Budget:	N/A
JD date reviewed:	August 2023
Job Level:	11

Job Purpose

To carry out the maintenance and repair works to the highest standards to Eastlight properties, and any other duties including multi skilling works associated with the trade as directed by the line manager.

Key Strategic Responsibilities

- Carry out remedial work, specifically in relation to damp, mould and condensation in order to ensure that the Healthy Homes initiative goals are achieved
- Complete work ensuring the health and safety of all residents, trade colleagues and yourself
- Be mindful and observant of resident's circumstances and report any concerns relating to Safeguarding through the recognised channels
- Ensure that the repairs of resident's homes are improved and maintained as well as promoting a positive brand image of Eastlight
- Ensure the best use of time and feedback to managers any ideas relating to service improvement

Key Functional Responsibilities

- Attend to damp, mould and condensation tasks and treat, assess and cure the affected areas of the customer's home
- Undertake essential repairs to the home covering a range of core trades, excluding electrical, as required, ensuring a right first-time culture is applied and to a high standard
- Apply your technical knowledge, skills, and training to complete tasks assigned to you in a safe, efficient and professional manner. Taking care that they are of high quality, comply with technical specifications and provide a permanent resolution
- Responsible for accurately recording your findings, ensuring essential task information is captured and evidenced
- Always work in a safe, professional, and courteous manner, ensuring that all works are carried out with due regard to the Health and Safety of all persons that may be affected by the works

- Undertake the duties and responsibilities of the post and always comply with Eastlight Health & Safety Policy, Risk Assessments, Safe Working Practices, COSHH Assessments and all relevant Health & Safety Regulations
- Advise Line Manager of any area of work that requires a Health and Safety re – assessment or any other service improvement
- Advise our customers of the work to be carried out in their properties and to treat them and their property with respect
- Conduct yourself in a manner that will bring credit and build trust to yourself and Eastlight in all dealings with our customers and the public in general
- Support, contribute and comply with all Health & Safety and Quality Assurance practices as described within Eastlight Health & Safety and Quality Policies and as described by Eastlight management
- Understand, apply and actively promote the principles of Eastlight Equality and Diversity Policy in all areas of employment and service delivery
- Work collaboratively with colleagues and teams across Eastlight in order to provide an exceptional service to Eastlight customers
- Undertake any such duties and activities as directed by your Line Manager and to advise them if, at any time the above duties and responsibilities cannot be performed

Person Specification	
Education & qualifications	• City & Guilds or NVQ 2 or equivalent experience in Carpentry, Plumbing or General Building • Holder of appropriate CSCS card • To work towards NVQ level 2 in Carpentry, Plumbing or General Building (for Apprentice/Succeed appointments)
Experience	• Experience in maintenance and repair work in occupied residential properties including associated works; wall tiling; plastering repair works; tank stands, bath panels and frame; floorboard repairs; boxing in pipe work; shelving; sealants and decoration works. • Willingness and ability to carry out multi skill tasks • Working towards gaining experience in maintenance and repair work including associated works; wall tiling; plastering repair works; tank stands, bath panels and frame; floorboard repairs; boxing in pipe work; shelving; sealants and decoration works. (For Succeed or Apprentice appointments)
Knowledge and Skills	• Proven ability to produce work consistently to a high standard • Ability to complete reports on Domestic Installations • Self-motivated and able to work using your own initiative • Ability to mentor and coach Apprentices • Willingness to learn or experience in using a handheld Personal Digital Assistant (PDA) to complete work and maintain van stocks • Proven interpersonal and technical skills • Commitment to delivering excellent customer Service • Availability to work flexible hours and participate in the out of hours service • Must have a current full UK driving license