

Maintenance Operative (multiskilled)

Team Complex Repairs	Salary £28,418
Team responsibility No line management responsibility	Line manager Senior Team Leader
The job in a nutshell This role contributes to the Beyond Housing strategic goal to provide affordable homes where people feel safe and secure. Working within the complex repairs department, you will work within our customers' homes, supporting the damp and mould team with the treatment of damp and mould. You will undertake repairs to a high standard while always aiming to achieve first time fixes where possible, taking ownership of resolving issues and delivering on our customer promises.	

Duties and responsibilities

- Carry out all repairs, maintenance and application tasks, including property clearances both internal and external
- Ensure all activities are carried out in accordance with organisational policies, procedures, relevant legislation and regulatory requirements.
- Complete all necessary documentation and promptly return completed documentation to the Team Leader.
- Deliver service in accordance with the Company's Repairs and Maintenance, and void Operating Standards.
- Champion continuous improvement by identifying opportunities to improve customer experience and increase customer satisfaction and trust.
- Provide the service to the customer in line with the Company's Customer Standards and Quality Standards.
- Be responsible for compliance with Health & Safety Legislation, company Health & Safety management system, for the safety of yourself, your colleagues, customers and the public.

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2	October 2026	New JD template	

- Ensure the maintenance and security of plant machinery and vehicles as and when required.

The above list is not an exhaustive list of the duties required. You will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

What you'll bring to the team/role

Skills, knowledge and experience

- Able to undertake diverse basic tasks in relevant trades
- Competence in use of hand/power tools
- Able to work unsupervised and on own initiative
- Competent with the use of information technology, i.e. PDA or tablet device
- Proven experience of working in a trades or construction environment
- Knowledge of good Health and Safety practices

Competencies

- **Customer focus** - Considers customer needs, builds trusted relationships, drives service excellence, and leads improvements
- **Working together and communication** - Drives and clear communication between teams, coaches others, and builds a culture of respect
- **Takes ownership and delivers results** - Takes ownership for tasks, anticipates and mitigates risks, drives accountability, and builds a transparent, delivery-focused culture
- **Problem solving and continuous improvement** – solves problems, drives improvements, engages in continuous improvement across teams
- **Adaptable and flexible** - Anticipates and responds effectively to change, supporting others to adapt, learning quickly, and role-modelling flexibility
- **Risk Based thinking** - Proactively identifies and considers risks and opportunities, embeds risk-aware decision-making, coaches others in effective risk management, and strengthens organisational resilience

Qualifications

- Full driving licence
- Good general education, relevant qualifications and /or relevant experience
- Relevant trades/construction qualification

It's a bonus if you also bring

- Qualifications/experience in other trades

NB: We are committed to supporting people who have a disability. If you have a disability, we will work with you to identify reasonable adjustments which may help you perform the role effectively, where appropriate.

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2	October 2026	New JD/PS for Beyond Housing