

Building Assistant

The Wrekin Housing Group

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Our Group purpose:

“Making a Difference to People’s Lives”

Our Group values:

- 🏠 Inspire Positive Change
- 🏠 Everyone Matters
- 🏠 Communicate Clearly
- 🏠 Grow Together

CONTENTS

🏠 About The Wrekin Housing Group	2
🏠 About the Role	3 - 5
🏠 Summary of Benefits of Employment	6 - 9
🏠 How To apply	10 - 11

ABOUT THE WREKIN HOUSING GROUP

The Wrekin Housing Group ('WHG') is an ambitious, socially minded organisation looking to grow our delivery of the very best housing, care and support services to our customers. We are proud to make a difference to people's lives by:

- 🏠 Providing over 13,500 homes for affordable rent and low-cost home ownership across Telford & Wrekin, Shropshire and Staffordshire.
- 🏠 Delivering innovative care solutions ranging from domiciliary care for the elderly to supported housing and residential care for adults.
- 🏠 Providing an award-winning repairs services; exemplar programme to build new homes and excellent housing services – that drives high satisfaction with customers who live in high standard homes.
- 🏠 Working in partnership with customers and service users, working in partnership with them in decisions about our business, enabling us to continuously improve performance.
- 🏠 Taking pride in having the most impact we can, such as working with partners to create jobs where we might be building new homes, to have the most impact we can for our customers and communities.
- 🏠 Being a fair and trusted employer to our 1,200 staff and recognised as an ethical and trusted partner to our key stakeholders and wider supply chain that delivers against its values.

For further information about our organisation please visit [**www.wrekin.com**](http://www.wrekin.com).

Our inclusive culture

We are committed to being an equal opportunities employer. All applications are considered on the requirements of the role regardless of gender identity, nationality, ethnicity, marital status, age, disability, sexual orientation, religious belief or background. Please refer to our Equal Opportunities Policy below for further information.

ABOUT THE ROLE

- 🏠 Location: Shropshire, Midlands and Staffordshire.
- 🏠 The Building Assistant role will be responsible for ensuring a comprehensive support service to ensure the continued operation and maintenance of the Group's care, extra care, communal, and commercial buildings.

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

The priorities are to:

- 🏠 Regular health and safety checks / inspection - 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).

Person Specification

- 🏠 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.
- 🏠 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 when appropriate.
- 🏠 Uses clear oral and written 2-way communication to share information.

Other

- 🏠 Flexibility in approach to hours worked and working in an agile way
- 🏠 Thrives in a dynamic and changing environment

Qualifications

- 🏠 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 Design and Technology (Grades A-C) or equivalent is desirable.
- 🏠 Experience using IT systems is desirable.