Everyone deserves a safe place to call home.

Company Limited by Guarantee number 1741926
Charity Number 287779
Registered in England as Single Homeless Project

shp Single Homeless Project

Job title:	Maintenance Operative
Delegated Authority:	Level 8
Team:	Maintenance Team
Responsible to:	Maintenance Team Leader
Responsible for:	N/A

Job purpose

Safe, well-maintained accommodation is fundamental to recovery, stability and dignity. Maintenance Operatives exist to ensure that the physical environments our clients live in consistently meet high standards of safety, cleanliness and repair. By maintaining accommodation across multiple services, this role directly supports clients to feel secure, respected and able to focus on rebuilding their lives.

The postholder contributes to protecting the organisation's housing assets, reducing risk and preventing avoidable deterioration of properties through timely intervention and proactive inspection. Effective maintenance minimises disruption, shortens void turnaround times and ensures accommodation can be offered quickly to those who need it. In this way, the role plays an important part in sustaining service delivery and supporting positive client outcomes.

Working across a variety of settings, you will provide a consistent, professional presence and works collaboratively with service teams and contractors to uphold standards. The role requires sound judgement, practical expertise and a strong understanding of safe working practices. Through attention to detail and pride in delivering quality work, the postholder ensures that our accommodation remains safe, functional and fit for purpose - creating environments that enable both clients and colleagues to thrive.

Key accountabilities

Responsive Repairs and Planned Works

- Deliver minor repairs and maintenance works across multiple accommodation sites in line with agreed schedules.
- Prioritise work effectively, responding to urgent health and safety issues alongside planned tasks.
- Liaise with service teams to coordinate access, materials and safe working arrangements.
- Identify additional repair needs and provide clear information, measurements and photographs to support further works.
- Ensure completed works are recorded promptly and accurately to enable job closure or follow-on actions.
- Carry out minor redecoration and improvement works to maintain a good standard of accommodation.

Property Inspections and Quality Assurance

- Conduct regular property inspections with managers to identify maintenance needs and risks.
- Support the development of planned improvement schedules based on inspection findings.
- Review completed contractor works to ensure quality and value for money.
- Provide clear feedback where remedial works are required.

Void Preparation and Re-Let Standards

- Inspect void rooms and identify works required to bring them to re-lettable standard.
- Complete minor repairs, cleaning and redecoration within void rooms.
- Prepare rooms efficiently to minimise void turnaround time.
- Support final checks to ensure accommodation meets agreed standards before re-let.

Health and Safety Compliance

- Undertake only tasks that are within your level of training and competence.
- Carry out risk assessments and dynamic risk assessments before starting work.
- Follow safe systems of work, including lone working procedures.
- Always use appropriate personal protective equipment.
- Ensure tools and equipment are safely stored, maintained and recorded.
- Dispose of waste materials responsibly and in line with environmental regulations.
- Report accidents, incidents and near misses promptly and accurately.

Purchasing and Resource Management

- Purchase materials and equipment in line with financial procedures and spending limits.
- Coordinate delivery and safe storage of materials at sites.
- Contribute to identifying cost-effective suppliers and reducing waste.

Communication and Customer Service

- Maintain regular communication with the Maintenance Team Leader regarding progress and priorities.
- Build positive, respectful relationships with service teams and clients.
- Work sensitively within people's homes, recognising the importance of privacy and dignity.
- Liaise professionally with contractors and external partners to coordinate works effectively.

Safeguarding

- Act in line with safeguarding procedures to protect clients and colleagues from harm.
- Raise concerns appropriately and contribute to maintaining safe accommodation environments.

Miscellaneous

- SHP is at discretion to amend your responsibilities and, in addition to these, you may be required to perform other duties as may be required for the efficient running of the organisation.
- To create inclusive working environments and cultures to enable colleagues and clients to feel safe and empowered to achieve their full potential.

Technical and professional know-how needed for position

When completing your application, you will be required to address (using examples) some of the points below

Experience and Knowledge

- Ability to carry out a range of minor repairs and maintenance tasks safely and effectively.
- Knowledge of safe working practices, including risk assessment and manual handling.
- Understanding of health and safety legislation relevant to maintenance environments.
- Awareness of working respectfully within residential accommodation settings.
- Knowledge of how to identify when specialist or contractor support is required.
- Understanding of basic materials, tools and equipment used in property maintenance.

Skills and Abilities

- Ability to plan and prioritise a varied workload across multiple sites.
- Ability to work independently and use initiative while knowing when to seek guidance.
- Clear and professional communication skills, both written and verbal.
- Ability to build positive working relationships with colleagues and external partners.
- Ability to use basic IT systems to report jobs, send updates and maintain records.
- Ability to remain calm, respectful and solution-focused in busy or challenging situations.