



## Role Profile

<b>Job Title:</b>	<b>Maintenance Technician</b>			
<b>Grade:</b>	5			
<b>Salary:</b>	£26505.44			
<b>Hours:</b>	35			
<b>Contract Type:</b>	Permanent			
<b>Location:</b>	Kent – various locations including North and East Kent			
<b>Responsible to:</b>	Head Of Compliance & Health and Safety			
<b>Responsible for:</b>	Collaborative Multi-Agency Relationships			
<b>Committed</b>	<b>Curiosity</b>	<b>Connected</b>	<b>Collaborative</b>	<b>Compassionate</b>

### Background

Oasis is a passionate and ambitious organisation committed to tackling the causes and consequences of domestic abuse on families. We are known in Kent & Medway for our dedicated, independent services that have been supporting the cause with a local focus for many years.

### Overall:

We provide an efficient service for families affected by domestic violence and abuse across Kent & Medway. These families and individuals will have a range of needs, and our client support work is needs-led, risk-focused & trauma-informed with a focus on developing individual resilience. We work with clients in a range of settings. We provide group work and all support staff are expected to be capable of integrated working in the wider social system. Colleagues are expected to work flexibly as needed by service demands, this may include evenings and weekends. Where necessary staff are also expected to participate in the out-of-hours service, providing an on-call system for the refuge service users (for which enhancements are paid)

## **Competency**

Oasis utilises a competency framework to enable the development of competent and emotionally intelligent behaviors. All staff are expected to engage with personal learning through the use of this framework. A summary is attached at the end of this role description.

## **Purpose of the role**

To provide an effective and efficient maintenance service throughout Oasis's estate of supported accommodation, move-on accommodation, and offices.

You will participate in and conduct general maintenance, health & safety checks, responsive repairs, and cyclical works to ensure the premises are safe and kept to a decent standard for both colleagues and clients. You will work within Oasis policies and procedures including but not limited to Safeguarding, Health & Safety, HR, Finance, Housing services/contracts, and Support services, and all colleagues are expected to live the Oasis values and the ethos of the organization.

## **Maintenance Technician - Kent**

A Maintenance Technician for Oasis is responsible for completing routine and emergency repairs to equipment, fixtures, fittings, and building systems as well as:

### **Key Responsibilities**

1. Conduct maintenance works as required to suit the needs of Oasis including but not limited to decorating, carpentry, plastering, flooring, locks, gardening, minor plumbing, and minor electrical works (depending on individual qualifications and competence).
2. Liaising with approved external specialists and contractors when required.
3. Maintain properties in accordance with internal and external standards and health and safety regulations.
4. To ensure reactive works are prioritised effectively and completed in reasonable timeframes.
5. To ensure cyclical maintenance is conducted on time and plan refurbishments/redecoration of void rooms as required.
6. To ensure all maintenance work is recorded accurately so works can be closed out and trends monitored over time.
7. To ensure maintenance works are cost-effective.
8. To follow and contribute to the development of risk assessments.
9. To work closely with the Head Of Compliance & Health and Safety Manager as required.
10. Commit to the continuous improvement of the service.
11. To provide advice and input about the acquisition of additional properties.

### **Other Duties**

12. To undertake and participate constructively in induction, regular supervision, appraisal, and relevant training, and contribute positively to good team relationships and continuous improvement of services
13. To maintain confidentiality in line with organisational policy in relation to clients, colleagues, and business-sensitive information.
14. To be involved in broader working groups within the organisation under the direction of the Head Of Compliance & Health and Safety Manager.
15. Undertake work or other duties in different locations or projects as determined by the Head Of Compliance & Health and Safety Manager, and as required by the needs of the charity.

16. To work with the Head Of Compliance & Health and Safety Manager to ensure that your own professional development is continually reviewed.
17. To perform other reasonable tasks as identified by the organisation.

### **Review arrangements**

The details contained in the role specification reflect the content of the job at the date the document was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, we expect to revise this role specification from time to time and consult with the postholder at the appropriate time.

**Oasis Domestic Abuse Service is committed to safeguarding and promoting the welfare of children; applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.**

Person Specification	Essential	Desirable
<b>1. Experience</b>		
Experience in a similar maintenance role preferably countywide.		Y
Experience in liaising with approved external specialists and contractors when required.	Y	
An understanding of Health & Safety regulations	Y	
Experience in working with budgets and ensuring cost-effectiveness.	Y	
Experience in developing risk assessments		Y
Experience in acquisitions of buildings.		Y
<b>2. Knowledge &amp; Qualifications</b>		
Industry recognised training to demonstrate competence or the enthusiasm, drive, and ability to undertake this.	Y	
Experience in a similar maintenance role.		Y
A good understanding of maintenance across various trades.	Y	
Good knowledge of health and safety requirements.	Y	
Knowledge of undertaking risk assessments	Y	
<b>3. Capabilities &amp; skills</b>		
Ability to build positive working relationships and communicate effectively with other colleagues, clients, and external contractors.	Y	
Basic IT skills (Outlook, Word, Excel) and willingness to use other software packages and the ability to maintain accurate records	Y	
A methodical and well-organised approach to workload and an ability to work within a stressful environment and be able to work on their own initiative with minimal supervision	Y	
Excellent interpersonal and communication skills, able to communicate effectively both orally and in writing. Able to work effectively within a team setting	Y	
An ability to manage crisis situations calmly and with a problem-solving approach. Excellent advisory, guidance, negotiation, and persuasive skills in order to influence the correct outcomes for clients and colleagues within the safety of our buildings and offices.	Y	

To be respectful, non-judgmental, non-directive, and confidential. The ability to communicate effectively with clients and colleagues whilst maintaining professional boundaries.	Y	
Ability to work within a line management structure	Y	
The capacity to handle pressure and to be adaptable to changing or conflicting demands.	Y	
<b>4. Emotional intelligence</b>		
<b>Self Awareness:</b> recognizing own emotions, strengths, and limits, being self-confident	Y	
<b>Self Regulation:</b> having self-control, honesty, accountability, flexibility, and being welcoming of new ideas.	Y	
<b>Motivation:</b> drive to achieve the best outcome, ability to align with the values and goals of the organization, opportunistic, persistent	Y	
<b>Empathy:</b> understanding others, developing others, client focus, cultivating diversity, able to read and work within group/ team dynamics.	Y	
<b>Social skills:</b> able to influence and convince through adult communication, and inspiring messages, able to drive change, nurturing instrumental relationships, work together on shared goals, and able to create group synergy.	Y	
<b>5. Other</b>		
Candidates must be willing to undergo an Enhanced Disclosure & Barring Service check	Y	
Evidence of qualifications listed on the application form	Y	
Full driving license and access to use of own vehicle (subject to the provisions of the Disability Discrimination Act 1995).	Y	

(1) Making a positive impact/ (2) Working effectively with others/ (3) Communication / Continual improvement/ (4) Planning and delivery of task/ (5) Motivational leadership

<b>Personal Skills</b> determine how we manage ourselves	<b>Self-awareness</b> knowing one's internal states, preferences, resources and intuitions	<b>Emotional Awareness</b> Recognising one's emotions and their effects	
		<b>Accurate Self-Assessment</b> Knowing one's strengths and limits	
		<b>Self-confidence</b> A strong sense of one's self worth and capabilities	
	<b>Self-regulation</b> managing one's internal states, impulses and resources	<b>Self-Control</b> Keeping disruptive emotions and impulse in check	
		<b>Trustworthiness</b> Maintaining standards of honesty and integrity	
		<b>Conscientiousness</b> Taking responsibility for personal performance	
		<b>Adaptability</b> Flexibility in handling change	
	<b>Motivation</b> emotional tendencies that guide or facilitate reaching goals	<b>Innovation</b> Being comfortable with novel ideas, approaches and new information	
		<b>Drive</b> Striving to improve or meet a standard excellence	
		<b>Commitment</b> Aligning with the goals of the organisation	
		<b>Initiative</b> Readiness to act on opportunities	
	<b>Social Skills</b> determine how we handle relationships	<b>Empathy</b> awareness of others' feelings, needs and concerns	<b>Optimism</b> Persistence in pursuing goals despite obstacles and setbacks
			<b>Understanding Others</b> Sensing others' feelings and perspectives, and taking an active interest in their concerns
<b>Developing Others</b> Sensing others' development needs and bolstering their abilities			
<b>Task Focus</b> Anticipating, recognising and meeting client needs			
<b>Social Skills</b> adeptness at inducing desirable responses in others		<b>Cultivating Diversity</b> Cultivating opportunities through different kinds of people	
		<b>Political Awareness</b> Reading a group's emotional currents and power relationships	
		<b>Influence</b> Wielding effective tactics for persuasion	
		<b>Communication</b> Listening openly and sending convincing messages	
		<b>Conflict Management</b> Negotiating and resolving disagreements	
		<b>Leadership</b> Inspiring and guiding individuals and groups	
	<b>Change Catalyst</b> Initiating or managing change		
	<b>Building Bonds</b> Nurturing instrumental relationships		
	<b>Collaboration &amp; Cooperation</b> Working with others towards shared goals		
	<b>Team Capabilities</b> Creating group synergy in pursuing collective goals		

