

# JOB PACK

Void Multi-Skilled Technician

Creating homes.  
Building lives.



**Jigsaw**



# ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

# JOB DETAILS

<b>Holidays:</b>	24 days leave per annum plus 3 days for Christmas closure (based on a 5-day working week) plus bank holidays, plus additional days after 2 years continuous service (to a maximum of 5 days)
<b>Location</b>	Globe Lane Industrial Estate, Outram Road, Dukinfield, SK16 4XP. You will be required to attend any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham as necessary.
<b>Pension:</b>	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
<b>Working Pattern:</b>	37 hours per week working 8:00am - 4:15pm Monday - Thursday and 8:00am - 2:30pm on Fridays.
<b>Jigsaw Benefits:</b>	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, access to the Social Housing Pension Scheme, BHSF membership, enhanced maternity/paternity leave and training/development opportunities.

<b>Probation period and references:</b>	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
<b>Mandatory Training</b>	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
<b>Eligibility to work in the UK:</b>	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
<b>Disclosure barring checks &amp; Medical Clearance:</b>	<p>In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability &amp; medical clearance from our Occupational Health Provider before appointment. Visit <a href="http://www.jigsawhomes.org.uk/dbs">www.jigsawhomes.org.uk/dbs</a> to view the Group's DBS policy statement.</p> <p>Further information about the disclosure can also be found at <a href="http://www.homeoffice.gov.uk/dbs">www.homeoffice.gov.uk/dbs</a></p>
<b>Diversity:</b>	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

# JOB DESCRIPTION

## OVERVIEW

We have an established and dedicated team of 600 employees within our Asset Management department.

Our team prides itself on investing in our own people to deliver first class property-based services across the Group, covering a broad range of disciplines from reactive, planned and grounds maintenance to property refurbishments, estate services, building safety and compliance.

You will be welcomed into a committed and passionate team, with a key focus on professionalism and working together.

### Role Summary

We are seeking a multi skilled technician to join our Asset Management team.

The successful candidate will work within our Voids team, undertaking general repairs to our extensive property profile.

You will provide an excellent level of customer service whilst working to the highest standards of efficiency, safety and customer satisfaction.

**Responsible To** - Responsive Manager

## MAIN TASKS OR ACTIVITIES

1. To carry out minor joinery repairs, cleaning and decoration to empty properties as part of the voids team.
2. To support the Voids Team Leader with any work required within the groups void properties.
3. To ensure that void properties are completed as soon as possible to minimise loss to the Group.
4. To carry out and organise the necessary repairs to bring a property up to a lettable standard.
5. To complete minor, semi-skilled repairs such as;-
  - Minor Joinery Repairs
  - Minor Fencing repairs
  - Carrying out External Clearing
  - Carrying out Internal and External Cleaning
  - Minor Plumbing Jobs
  - Minor Decorating work
  - Carry out Void clearances
6. Ensure that you clean and store all tools, equipment, vans, first aid boxes, etc., provided by the Group, in accordance with manufacturers/suppliers instructions and to bring to the attention of the Voids Resource Manager any items which are damaged, unfit for use, or need servicing immediately.
7. Pre-Inspect properties and assess specification and quantity of materials required to ensure quality of finished job and quality of service to customer.
8. Advise the responsive manager of any work which cannot be completed during the visit. Promptly complete records of work completed or delayed due to no access or any other reason.
9. Clean up work areas after completion of jobs.



10. Ensure all duties are carried out in accordance with the Group Health and Safety Policy and any other relevant legislation affecting the construction / maintenance industry.
11. Follow all Group policies and procedures in accordance with the role and attend mandatory training when requested to ensure compliance with the Group policies and procedures.
12. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
13. Carry out any duty which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive or Group Directors, commensurate with the position.

## Candidate Requirements

### Candidate Requirements:

- Ability to demonstrate technical skills
- Ability to undertake general repair maintenance
- Awareness of Health and Safety consideration
- Appreciation of the Customer Service skills required within this role
- Ability to work on their own and as part of a team
- Full, valid UK driving licence

# JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



# Jigsaw Homes Group Limited

Cavendish 249  
Cavendish Street  
Ashton-under-Lyne  
OL6 7AT

w: [jigsawhomes.org.uk](http://jigsawhomes.org.uk)  
t: 0300 111 1133  
@JigsawHG

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Registered under the Co-operative and Community Benefit Societies Act 2014 Registration No. 29433R



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