Creative Support Ltd, Head Office
Wellington House
131 Wellington Road
Stockport
SK1 3TS

Tel: 0161 236 0829
Fax: 0161 237 5126
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Maintenance Engineer

Reference: 85517

(Plumbing and General Maintenance)

Greater Manchester, North West

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

Closing Date: 25 March 2026

Once you have submitted your application form allow *10 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS**.**

We are very much looking forward to receiving a completed application from you.

Yours Faithfully

Recruitment Department

Please note that all employees are required to complete an enhanced DBS check.

JOB DESCRIPTION – MAINTENANCE ENGINEER
Greater Manchester, North West

Accountable to: Repairs Manager- Property Services

Hours: 37.5 hours per week plus requirement to contribute to the Out of Hours Rota over evenings and weekends (additional payments made for Out of Hours).

Holiday: 25 days paid annual leave and Bank Holidays. Additional Annual Leave for employee's birthday.

The Role:
Working as part of Creative Support's Mobile Maintenance Team, you will respond to general maintenance and repair issues at Creative Support's properties. You will contribute to the Maintenance Out of Hour 24 Hour Rota for which you will receive an extra flat rate payment for each time you are on call and enhanced pay in the event that you are called out. You will work with your team and manager to ensure that Creative Support meet targets in relation to maintenance jobs and the time they are completed in. You will be responsible for completing accurate paperwork on duties carried out and update on any follow ups required.

Maintenance Duties:

1. Provide a maintenance service during the core business hours. These maintenance services include:
   - General maintenance: glazing, basic joinery, hanging doors, easing doors and windows, changing and fitting locks, changing light bulbs, putting up shelves etc.
   - Plumbing: clear blocked grids, sinks and WC's, install washing machines, change washers, replace taps and WC seats, identify and repair leaks etc., tracing and investigating leaks.

2. Be flexible and responsive to scheduled and emergency works as directed by the Maintenance Help Desk based at Head Office, this will include travelling to services such as Warwickshire, Wellingborough, Carlisle etc.

3. Carrying out an initial Job Safety Checklist before starting any work on site. Letting the Maintenance Helpdesk know of any issues before starting jobs.

4. Carry out all work to the highest standard of workmanship, ensuring that areas of work are left clean, tidy and free from debris upon completion.

5. Conduct all maintenance work in line with Health and Safety requirements and standards.

6. A company vehicle will be provided. To ensure that your vehicle is stocked with the necessary equipment and PPE needed to do your job. To keep your vehicle clean, tidy and road worthy. Servicing and repairs will be organised by Head Office. The vehicle is to be used for Creative Support business purposes only. Regular vehicle checks will take place on your vehicle.

7. A vehicle fuel card, building merchants account card and mobile phone will be provided for business use only.

8. Attending and contributing to a weekly Mobile Maintenance Meeting at Creative Support's Head Office in central Stockport. Attending other relevant meetings, as required.

9. Carrying out work in our properties - most properties you will be carrying out repairs at are within the North West but occasionally you will need to go to properties outside of this area and an overnight stay may be involved.

10. To report completed jobs to the Repairs Helpdesk at the end of each day. To respond to colleagues on the Helpdesk in relation to queries in relation to outstanding or overdue jobs.

11. To treat all Creative Support tenants and their home with respect

General Duties:

1. Accept support, supervision and guidance from senior colleagues.

2. To attend Creative Support's Staff Induction and specific training that is relevant to your department and role.

3. To work flexibly to meet the needs of the business.

4. Ensure that you and other staff or any individuals on site comply with the following –

    - Code of Conduct
    - Health and Safety, Electrical Safety and Fire Prevention and Safety
    - Safeguarding of Vulnerable Adults
    - Infection Prevention and Control and Personal Protective Equipment
    - Lifting and Handling
    - Working at Height Regulations
    - Lone Working
    - Confidentiality and Data Protection (GDPR)
    - Equal Opportunities Policy
    - All Creative Support policies, procedures and guidelines for best practice

5. Any other duties as required.

PERSON SPECIFICATION – MAINTANENCE ENGINEER
Greater Manchester, North West

	QUALITIES REQUIRED	Assessed	Essential/ Desirable
1	At least one years' plumbing experience.	Application	Essential
2	Experience of carrying out maintenance jobs to a high standard.	Application /interview	Essential
3	Able to carry out repair jobs at properties to a high standard.	Application /Interview	Essential
4	Self-motivated, flexible and proactive approach. To be able to work on own initiative without supervision.	Interview	Essential
5	Good verbal communication skills, ability to report issues and make recommendations on repairs.	Interview	Essential
6	Reliable and able to work to deadlines.	Interview	Essential
7	A driving licence is essential to the role. Minimal points may be acceptable based upon full disclosure.	Interview	Essential
8	Willingness to travel across the country to Creative Support's properties.	Interview	Essential
9	Willingness to stay overnight on occasion when jobs are required out of area.	Interview	Essential
10	Pleasant and respectful individual with excellent customer service.	Interview	Essential
11	Understanding of Health and Safety, and maintenance standards.	Application & Interview	Essential
12	Thorough and tidy worker who is hard working and resourceful.	Interview	Essential
13	Willingness to be on emergency on-call for maintenance; this includes weekends, evenings, and bank holidays.	Interview	Essential
14	Have an interest in the Health and Social Care Sector and our person centred values.	Application & Interview	Essential

TERMS AND CONDITIONS – MAINTANENCE ENGINEER
Greater Manchester, North West

General Maintenance Engineer Scale:

Salary:	**Up to £25,106.25 per annum**	
	Point One:	£24,102.00 per annum
	Point Two:	£24,704.55 per annum
	Point Three:	£25,105.25 per annum
Please Note: *Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month.*		

Maintenance Engineer (Plumber/Joiner or Other Trade) Scale:

Salary:	**Up to £27,133.29 per annum**	
	Point One:	£25,600.65 per annum
	Point Two:	£26,357.70 per annum
	Point Three:	£27,133.29 per annum
Please Note: *Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month.*		

Hours of Work:
Full time or part time to be worked flexibly to meet the needs of the department. You may be required to work sleep-ins.

Birthday Holiday Bonus:
All employees are entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

Disclosure Checks:
All appointments will be subject to DBS enhanced disclosure and ISA checks.

Probationary Period:
The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

Probationary Bonus:
After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period you will be entitled to a one off £100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of you end of probationary review paperwork.
Sickness Policy:

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support do not pay for the first three days of **any** sickness absence.
- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to twenty four months service - Up to a maximum of four weeks at full pay.
- Twenty-Four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Pension:

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

Life Assurance:

Currently set at two time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 months of employment. This scheme provides a death in service benefit of two time's annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend its life assurance scheme at any time on reasonable notice to you.

Discretionary Benefits:

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer's leave up to 5 days per annum

Employee Assistance Service:

This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

Hospital Saturday Fund:

An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

Annual Rail Ticket:

Discounted annual rail season ticket plans available to employees through Northern Rail.

Payroll Giving:

Administered by Charities Trust, a tax efficient was of donating a regular basis to any of the registered charities either large or small.

WeCare Awards:

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

Your Rewards:

Employee benefits and discount vouchers available through the Your Rewards website.

Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

Retirement Awards:
£100 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

Refer a Friend Scheme:
Staff who successfully refer a friend to Creative Support's employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment

Welcome Back Grant:
£200 worth of vouchers for employees who return to the organisation who had have at least six months between resigning from their original post and taking up their new role.

Uniform:
If applicable for your service you will be provided with a uniform. The number of uniforms that provided will be depended on your hours worked.

Company mobile phone and laptop:
If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

Travel Expenses:
These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

Lease Cars/Car Allowance:
A mileage allowance is payable for the use of employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly business upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection on commencing employment.

Networks:
The EDI Network and the LGBTQ+ Network are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.