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Maintenance Operative

Reference: 95208

Braintree and Witham Services, Essex

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

We would really welcome the opportunity to tell you more about the exciting role of Maintenance Operative and our supportive company. For an informal discussion please contact Laura Newcombe, Registered Area Manager by email Laura.Newcombe@creativesupport.co.uk or feel free to call her on 07425 629 800.

Yours Faithfully

Recruitment Department

All employees are subject to enhanced DBS checks

JOB DESCRIPTION – MAINTENANCE OPERATIVE

Braintree and Witham Services, Essex

Accountable to: Registered Manager and Area Manager

Hours: Part-time - 24 hours a week. Hours to be worked mainly during office hours, but there is a requirement to attend to emergency callouts, which may include occasional evenings, nights, weekends, and public holidays.

The Services:

Nightingale Close - a registered care home for 18 people with a learning disability. The service is made up of three detached bungalows with 6 people living in each. The service is staffed 24 hours a day. The individuals we support have a range of needs including physical disabilities, autism and epilepsy.

Thistley Green - a supported living service for 10 people who live in self-contained flats. The clients have autism and some also have complex behaviour which may mean that works/repairs in flats may have to be completed with their staff present in the premises. A full induction will be provided.

The Role:

i. You will provide maintenance and repairs at our two services in Braintree and Witham.
ii. You must hold a full UK driving licence.
iii. You are responsible for reporting health and safety issues and any concerns pertaining to service users immediately to the Registered Manager and the Area Manager.
iv. You should provide a polite, efficient and flexible maintenance service within the property incorporating all aspects of general building repair and maintenance.

1. Maintenance Duties

1.1 Provide a Maintenance service during the core business hours. These maintenance services include but are not limited to:

- Hanging doors, easing doors & windows, fitting locks, changing light bulbs, putting up shelves, pictures, curtain poles, assembling furniture, clearing leaves, small scale decorating.
- Plumbing: Clear blocked grids, sinks and WC's, install washing machines, change washers, replace taps and WC seats, identify and repair leaks.

1.2 Be flexible and responsive to scheduled and emergency works as directed by the registered manager.

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

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

1.5 Maintain petty cash and restock this on a regular basis. Petty cash claims must be authorised by the Registered Manager and Area Manager.

1.6 A mobile phone will be provided for business use only.

1.7 Tools and equipment will be replaced only with the authorisation of the Property Services Manager. Ensure that tools and equipment are looked after and maintained.

2. Duties towards the Individuals we support

2.1 Be respectful and polite to individuals at all times.

2.2 Guide them in health and safety, reporting maintenance issues, and general understanding of maintenance and repairs, where this is requested.

3. General Duties

3.1 Accept support, supervision and guidance from senior colleagues.

3.2 Ensure that you comply with the following:

- Health and Safety policies and Equal Opportunities Policy
- Safeguarding of Vulnerable Adults, including immediate reporting of safeguarding concerns to the Council, the Registered Manager and the Duty/On Call Manager.
- Confidentiality and data protection
- Health and Social Care Act 2008, including active prevention and control of infection within the capacity of the role
- All Creative Support policies, procedures and guidelines for best practice

3.3 Any other duties as required.

PERSON SPECIFICATION – MAINTANENCE OPERATIVE

	QUALITIES REQUIRED	How assessed	Essential/ Desirable
1	At least one year's experience of carrying out building maintenance	Application	Essential
2	Ability to manage a workload without direct supervision	Interview	Essential
3	Excellent verbal communication skills and a willingness to instruct service users on health and safety, and maintenance	Interview	Essential
4	Ability to work alone and as part of a team	Interview	Essential
5	Attention to detail	Application & Interview	Essential
6	Understanding of health and safety, and maintenance standards and being able to report these effectively	Application & Interview	Essential
7	Willingness to be on emergency on call for maintenance; this includes weekends, evenings, and bank holidays	Interview	Desirable
8	A clean driving licence and willingness to drive a company car	Application & Interview	Essential

TERMS AND CONDITIONS – MAINTENANCE OPERATIVE
Braintree and Witham Services, Essex

Salary:	**£16.00 per hour**
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.*	

Bank Holidays:
We do not pay enhancements for working evenings, weekends or any other public holiday.

Hours of Work:
Part time (24 hours per week). Hours to be worked mainly during office hours, but there is a requirement to attend to emergency callouts, which may include occasional evenings, nights, weekends, and public holidays. A call out fee may be considered for the period 7pm – 7am.

Part Time Work:
Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working less than 37.5 hours. We take a positive view of part-time work and will consider reasonable requests for part time hours for a minimum of 16 hours per week.

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.

DBS Checks:
Employment will be subject to enhanced Disclosure and Barring Service checks and ISA checks.

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

Holidays:
25 days plus 8 statutory days pro rata.

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 pay Statutory Sick 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 eighteen months service - Up to a maximum of four weeks at full pay.
- Eighteen 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 times basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6-month 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.

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.

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.

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

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.

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.