

## **Job Description**

### **Skilled Multi Trade Repairs & Maintenance Operative**

(Full-time)

**Permanent contract**

<b>Location:</b>	On-site across all Stoll Foundation offices.
<b>Job type:</b>	Full-time – 35 hours per week
<b>Responsible to:</b>	TBC
<b>Direct Reports:</b>	None
<b>Salary:</b>	£45,000 per year, plus benefits

---

#### **About Stoll:**

The Stoll Foundation is a leading provider of supported housing for vulnerable and disabled veterans in the UK. With a proud legacy of service, we are committed to delivering safe, high-quality homes and support that enables independence, dignity, and well-being for those who have served their country.

#### **The Role:**

To deliver a high-quality, customer-focused repairs and maintenance service across the charity's housing portfolio. The Skilled Multi-Trade Operative will be responsible for completing responsive repairs, planned maintenance, and void property works to ensure homes are safe, compliant, and meet Decent Homes Standards. You will act as an ambassador for the organisation, ensuring residents are treated with respect, professionalism, and care at all times.

## **Key Responsibilities**

### **Repairs & Maintenance**

- Carry out day-to-day responsive repairs within occupied properties, ensuring first-time fix wherever possible.

- Complete planned maintenance and minor works programmes (e.g., kitchens, bathrooms, component replacements).
- Undertake multi-trade tasks across:
  - Carpentry
  - Plumbing
  - Plastering
  - Tiling
  - Painting & decorating
  - Basic electrics
  - General building repairs

### **Voids & Property Turnaround**

- Complete void property works to the required re-let standards.
- Specify works required in voids, including materials, costs and time and report through appropriate channels.
- Work within specified timeframes to reduce void turnaround times.
- Remedials for any Health and Safety and compliance-related repairs

### **Tenant & Customer Focus**

- Provide excellent customer service, ensuring residents feel informed, respected, and safe during all works.
- Work sensitively in occupied homes, understanding the needs of vulnerable tenants.
- Represent the charity positively in all interactions.

### **Compliance & Safety**

- Ensure all work complies with health & safety legislation, safeguarding standards, and internal policies.
- Follow asbestos management processes and report any suspected materials.
- Complete risk assessments, method statements, and maintain safe working practices at all times.
- Ability to record all job details, photos, and updates using job management systems.

### **Operational Delivery**

- Manage materials, stock, and equipment effectively.
- Work collaboratively and proactively with supervisors, planners, and customer service teams.
- Vehicle and travel required.
- Participate in the out-of-hours rota for emergency repairs (if applicable).
- Amended duties per operational needs

## Essential Skills & Experience

- Significant experience working as a customer-focused multi-trade operative within social housing, domestic maintenance, or similar environments.
  - Proficiency in at least one main trade (e.g., carpentry or plumbing) and high competence across multiple others.
  - Strong diagnostic skills with the ability to work independently.
  - Experience working in occupied homes and with vulnerable residents.
  - Excellent communication and customer-care skills.
  - Ability to use handheld devices for job management systems.
  - Full UK driving licence.
- 

## Desirable Qualifications

- NVQ Level 3 in a core trade (e.g., Carpentry, Plumbing, Plastering).
  - Asbestos Awareness (UKATA or equivalent).
  - CSCS card.
  - Working at Height, Manual Handling, or other H&S certifications.
  - Basic electrical certification (e.g., Part P awareness).
- 

## Values & Behaviours

- Commitment to delivering safe and high-quality homes for our residents.
  - Positive approach to equality, diversity, and inclusion.
  - Respectful, reliable, and professional at all times.
  - Customer-focused mindset with a drive for continuous improvement.
  - Can do a solution-focused attitude.
- 

## What We Provide

- Competitive salary and benefits package.
- Company van, fuel card, PPE, and uniform (where applicable).
- Training and professional development opportunities.
- Supportive working environment with a clear focus on resident safety and satisfaction.

I have read this job description and person specification; I have discussed it with my line manager and understand the requirements of the role.

Name:

Signature:

Date: