Job Description for Interim Property & Maintenance Assistant

Job title: Interim Property & Maintenance Assistant

Job purpose:

1. To support the Property Manager and Director of Development in the effective management of the Centre's assets, contractors, maintenance programmes and compliance systems, helping to create a well-managed and sustainable space.
2. To maintain the Vassall Centre's buildings, grounds and facilities to a high standard, ensuring they remain safe, secure, welcoming and accessible for all users.
3. To carry out preventative and reactive maintenance, repairs and improvement works that support the smooth day-to-day operation of the Centre.
4. To support statutory compliance and health and safety requirements through regular inspections, checks and accurate record keeping.
5. To build positive relationships with tenants, visitors, contractors and community groups, delivering excellent customer service and responding promptly to maintenance-related issues.

Reporting to: Director of Development

Based: The Vassall Centre, Fishponds, Bristol BS16 2QQ

Salary: £25,650pa (pro rata)

Hours: Part-time, 14-15 hours per week over 2-3 days, exact hours TBC

Additional hours may sometimes be required and can be taken as time off in lieu.

Annual Leave: 29 days per annum + bank holidays (pro rata).

Main activities and responsibilities

Activities	Description of activities and responsibilities
Building Maintenance	• Carry out routine maintenance, repairs and preventative maintenance throughout the Centre. • Undertake basic plumbing, painting, decorating, carpentry and general handyman tasks. • Inspect, maintain and repair doors, windows, locks, furniture, fixtures and fittings. • Respond promptly and effectively to maintenance requests from tenants, visitors and staff. • Assemble, move and install furniture and equipment to support room bookings, events and operational needs. • Undertake small-scale maintenance and improvement projects to enhance the Centre's facilities.

	• Support the Property Manager with planned and reactive compliance-related maintenance activities. • Liaise and coordinate with external contractors to ensure works are completed efficiently and to the required standard. • Use the iAM Compliant system to record, track and update all maintenance activities. • Assist with obtaining quotations, understanding budgets and supporting the procurement of maintenance services and supplies.
Health & Safety/Compliance	• Carry out regular compliance checks and inspections as required. • Ensure all compliance activities are accurately recorded on the iAM Compliant system. • Conduct routine building inspections and report any defects, hazards or areas of concern. • Ensure all maintenance work is undertaken in accordance with Health and Safety legislation, policies and procedures. • Support statutory compliance activities, including fire safety checks, emergency lighting tests and other scheduled inspections. • Maintain safe, accessible and unobstructed routes throughout the building and surrounding grounds. • Assist with risk assessments and the implementation of appropriate control measures. • Promote a strong health and safety culture across the Centre.
Grounds and External Areas	• Maintain external areas, including pathways, entrances, car parks and communal outdoor spaces. • Carry out seasonal maintenance tasks such as gritting, litter picking, weed control and basic gardening. • Monitor and maintain the condition of outdoor furniture, signage, fencing and other external assets. • Report any external maintenance issues that require specialist intervention. • Unblock drains and toilets
Contractors and Repairs	• Support the Property manager to oversee contractors working on-site, ensuring compliance with Centre procedures. • Monitor the quality and completion of contracted works, raising concerns where necessary. • Assist the Property Manager with obtaining quotations and coordinating repairs and maintenance projects. • Ensure contractors work safely and minimise disruption to tenants, visitors and Centre operations. • Maintain accurate records relating to contractor attendance, permits and completed works.
Tenant and Visitor Support	• Build and maintain positive relationships with tenants, visitors, contractors and community groups. • Deliver excellent customer service and provide a responsive approach to maintenance-related enquiries.

	• Support room set-ups, event preparations and the day-to-day operational needs of the Centre. • Contribute to the Centre's reputation as a welcoming, professional and accessible community hub. • Work collaboratively with colleagues to provide a high-quality environment for all building users.
Building management and security	• Act as a key holder and carry out building opening and closing procedures as required. • Undertake regular security checks, including ensuring windows, doors and access points are secure. • Support the management of building security and report any concerns or incidents. • Act as a Fire Warden and assist with fire evacuations, drills and emergency procedures. • Respond appropriately to emergency situations and out-of-hours issues where required. • Assist in maintaining a safe, secure and well-managed environment for all Centre users.

Person Specification

Experience & Competencies

Demonstrable Experience	**Essential/Desirable**
□ Experience in building maintenance, caretaking, facilities management or a similar role.	Essential
□ Practical skills across a range of maintenance disciplines.	Essential
□ Ability to carry out manual tasks safely.	Essential
□ Good understanding of Health & Safety requirements.	Essential
□ Strong problem-solving skills and ability to work independently.	Essential
□ Good communication and customer service skills.	Essential
□ Ability to prioritise workloads and manage competing demands.	Essential
□ Basic IT skills for recording maintenance activities.	Essential
□ Full UK driving licence.	Desirable

Competencies (knowledge, skills, and behaviours)

Demonstrable Competencies	**Essential/Desirable**
Excellent written and oral communication and interpersonal skills to communicate clearly and effectively at all levels	Essential
Good organisational and time management skills with the ability to prioritise workload and multi-task	Essential
Proactive attitude with the ability to demonstrate initiative, self-motivation, and high levels of production	Essential
Ability to work confidentially and with integrity	Essential

Ability to use own judgement, make decisions, feedback, and refer to managers when appropriate	Essential
A flexible, reliable attitude with good team working skills	Essential
Able to work in a team as well as independently	Essential
Confidence to learn & work with new software	Desirable
Confidence to communicate with a wide range of people	Desirable
A commitment to learning, continuous improvement and development	Essential