

Job Title	Maintenance Technician - Multifamily
Reports To	Community Manager
Department/Division	Operations

About Us

Greystar is a market leading fully integrated real estate company offering expertise in investment, development, and property management of multifamily residential properties globally. The European business is rapidly growing, and currently covers the UK and The Netherlands. In the UK, Greystar provides exceptional student accommodation through our Chapter platform, as well as an expanding portfolio of multifamily (build to rent) properties throughout London.

Our employees are the key to the success of our business with exceptional service at the heart of everything we do. This level of service is a result of their expertise, a solid understanding of the markets they operate in and a passion to provide outstanding experiences.

Our aim is to further expand across the UK and Continental Europe by hiring local talent and staying true to Greystar's core values of integrity, respect, professionalism, accountability, service and team work.

About the Role

Role Summary:

To contribute to an exceptional resident experience through the provision of a high standard of repairs and maintenance tasks. To inspect and diagnose faults and repairs in addition to undertaking minor day to day repairs and decoration to the building(s), grounds and equipment.

Key Role Responsibilities:

- Work as part of a friendly and supportive team playing a vital role within the Community team to ensure all our residents enjoy a high level of cleanliness throughout their community.
- Communicate effectively with customers, clients and colleagues; demonstrating a clear understanding of the issue and using initiative to respond accordingly
- Maintain a focus on delivering services within agreed budgetary & resource parameters
- Monitor the electronic maintenance reporting system through TCAS or Base 360 daily ensuring tasks are completed to a high standard and within suitable time scales, corresponding with tenants when required.
- Administer all property maintenance & records in accordance with Greystar policies & procedures
- Maintain adequate levels of spares, stock and supplies, ensuring effective forward planning
- To respond to calls outside office hours which cannot be resolved without a presence on site referring to appropriate contractors as necessary
- Undertake repair and maintenance tasks to a high quality including plumbing; joinery and carpentry; painting/decorating; maintenance of lighting and; required statutory testing
- Understand and respond to health and safety matters in an appropriate & timely manner
- Moving furniture and heavy items from location to location on site as required

This job description is not exhaustive; roles are expected to evolve and change over time as the business grows and develops, within reason of the original remit.

- Ensure all common parts of the site including refuse and recycling facilities are frequently inspected and maintained to the highest standards of repair & cleanliness.
- Co-ordinate Contractors/Suppliers executing minor works contract on site
- Monitor Sub-Contractors performance to standard and retain accurate records of their site operations including all relevant RAMS & Permits to Work.
- Highlight and assist with the management of any community works.
- Assist the Community Manager in key management ensuring high levels of security at all times.
- Accompany external contractors whilst on site in line with key management and access to accommodation policies and practice.
- Ensure annual checks are carried out for their statutory insurance and qualifications.
- Ensure the gardens and grounds maintenance to the property are well maintained, clean, tidy and hazard free, supervising external contractors as required
- Manage & maintain all statutory testing records, utilising other team members where appropriate
- Carry out annual PAT testing and inspections of emergency lighting, weekly fire alarm tests and fire evacuations
- Practices proper safety techniques in accordance with Company and safe systems of work guidelines
- Report any incidents or accidents to the Community Manager using the correct system and documentation
- Review site risk assessments as required with Community Manager.
- Look to maximise efficiency of utilities.

Organisational Responsibilities:

- Follows established policies and procedures by monitoring and ensuring compliance with regulatory requirements, organisational standards, and operational processes related to area(s) of responsibility and reporting violations or infractions to appropriate individual(s).
- Demonstrates appropriate safe behaviours in accordance with Company, property, and departmental policies, procedures, and standards by immediately reporting any mechanical or electrical equipment malfunctions, employee/visitor/resident injuries or accidents, or other safety issues to appropriate individual(s).
- Identifies areas for improvement, offers suggestions to improve efficiency and productivity, and implements ideas that achieve operational excellence.
- Keeps abreast of current changes in technology, processes, and standards within the industry and area(s) of responsibility by attending internal and external training classes.

Role Scope:

- Reports to: Community Manager
- Property: 16 Sutton Court Road
- Capacity: circa 172 units
- Team: circa 7 Team Members (directly employed)

Key Relationships:

- Onsite Team Members

About You

Knowledge & Qualifications:

- A reasonable level of general education educated to O' Level / GCSE level or equivalent with demonstrable written and numerical skills.
- Awareness of H&S requirements on site

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- Continually strives to improve knowledge, skills and abilities to produce the best results
- A recognised trade qualification, Building Crafts Operative Certificate, City and Guilds or NVQ relevant to undertaking repairs and maintenance in a residential building is essential

Experience & Skills:

Essential:

- Experience of undertaking repairs and maintenance in a domestic residential environment or as a general builder /residential construction in the following trades; plumber, electrician or carpenter
- Fluent English verbal and written communication skills
- Helpful, friendly personality with effective communication skills behaving in a professional, courteous and helpful manner towards colleagues and residents at all times
- Good team player with strong relationship building and influencing skills
- Positive approach and ability to work with little supervision
- Ability to determine cost effective solutions to repairs
- Contractor & Supplier Supervision skills are desirable
- Excellent organisation skills with the ability to multi task and prioritise
- Numerical skills necessary to complete the above activities
- Flexible approach to work and adaptable to thrive in a changing environment.

Behaviours & Values:

- **Integrity** - We will stay true to the highest ethical standards and principles, and be honest, trustworthy, and humble in all of our words and actions.
- **Respect** - We will accept and value our individual differences and show genuine consideration for the thoughts, needs, and ideas of others. We value and encourage a work/life balance.
- **Accountability** - We will take responsibility and accept ownership for our words, actions, tasks, and results, and respectfully hold others to the same standard.
- **Professionalism** - We will proudly present a positive, dignified, and business-like image at all times through our appearance, behaviour, and interactions with others.
- **Teamwork** - We will work together to accomplish goals, solve problems, and enrich our work environment.
- **Service** - We will make service our top priority by giving our time, knowledge, and experience to serve the needs of our customers, community, and team members.

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