

Property Services Officer – Job Advert

Salary: £15.00 ph (negotiable depending on skillset / experience)

Working days: Between Monday and Friday

Hours: Between 8:30am and 5pm

Location: North East

Contract Type: Zero hours

Reporting to the National Service Manager, your main responsibility will be dealing with standard maintenance, improvement and repairs work. This will include attending customers offices, residential housing and privately owned housing to carry out services to a high standard. This is a zero hours contract. Hours are allocated based on customer demand with no guaranteed minimum. The type of work you will complete is as follows:

- Repairs / improvements
- Joinery
- Painting and decorating
- Removal work
- Gardening

There may be occasions when you attend a job and are required to identify the works needed. You will form a plan of work required, materials and tools required, safest and most effective way of completion. This is then shared with MoreTime who will authorise you to proceed. You will be required to travel to and from customer sites attending work around the North East often lone working. On occasions you may be assigned a colleague. You will work within vacant properties but also work within occupied premises / properties.

You may be provided with a company vehicle to use whilst on jobs depending on types of workload. Where a vehicle is not provided, you will be provided payment of mileage incurred. MoreTime will provide all tools and materials required.

Key accountabilities:

- Identify problems and through consultation and agreement with MoreTime and the customer, devise and implement suitable plans to ensure the identified problem is addressed.
- Support MoreTime in providing quotes/estimates for works.
- Investigate and complete all existing repair and maintenance requests.
- Ensure quality of work and value for money is being achieved for our customers.
- Deal with reactive, planned & remedial works.
- Ensure customer satisfaction around repairs and maintenance.
- Customer service skills.
- Work in accordance with all relevant legislation, policies & procedures and guidelines.
- Keep abreast of policy and professional development within your area of professional expertise.
- To promote, adhere to and live our workplace values of being honest, committed and inventive.
- To be reliable and responsible with a flexible approach to work.
- To work independently using own initiative



As a business we strive to provide outstanding services therefore, attention to detail and having pride in your work is crucial to be successful in this role. We ask for reliability and the motivation to provide our customers with an excellent service.

MoreTime (UK) Ltd is a wholly owned trading subsidiary of the charity Waythrough. We are an Equal Opportunities Employer and consider applications from all backgrounds.