

Job Title	Maintenance Technician – Chapter
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:

Contributes to an exceptional resident experience alongside the Community team and Estates Management team through the provision of a high standard of repairs, maintenance tasks, planned and unplanned works and statutory compliance of the building fabric and mechanical and electrical systems. Inspects and diagnoses faults, in addition to undertaking minor day to day repairs and decoration to the building(s), grounds and equipment.

Key Role Responsibilities:

- Works as part of the Community team to ensure all our residents enjoy a high level of cleanliness throughout their community.
- Communicates effectively with residents, clients, contractors and colleagues; demonstrating a clear understanding of maintenance issues and using initiative to respond accordingly.
- Monitors and maintains the electronic maintenance reporting system, Onsite, ensuring tasks are completed to a high standard and within suitable time scales, corresponding with tenants when required.
- Promotes customer satisfaction by providing regular updates to residents via Onsite regarding ongoing or delayed maintenance issues.
- Administers all property maintenance & records in accordance with Greystar policies & procedures
- Maintains a focus on delivering services within agreed budgetary & resource parameters
- Maintains adequate levels of spares, stock and supplies, ensuring effective forward planning

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.

- Diagnoses and undertakes repair and maintenance tasks to a high quality including plumbing, joinery and carpentry, painting/decorating and lighting; or organises and oversees repairs to completion if referred to contractors.
- Understands and responds to health and safety matters in an appropriate & timely manner
- Reports any incidents or accidents to the Community Manager using the correct system and documentation
- Moves furniture and heavy items around site as required
- Ensures all communal areas of the site including refuse and recycling facilities are frequently inspected and maintained to the highest standards of repair & cleanliness.
- Coordinates and accompanies external Contractors/Suppliers executing minor works on site
- Liaises with relevant team members within Estates Management or Operations teams to ensure transparency and clear communication when works are taking place.
- Monitors Sub-Contractors performance to standard and retains accurate records of their site operations including all relevant RAMS & Permits to Work.
- Highlights and assists with the management of any community works.
- Assists the Community Manager in key management ensuring high levels of security at all times.
- Ensures annual checks are carried out for their statutory insurance and qualifications.
- Manages and maintains all statutory testing records, utilising other team members where appropriate
- Carries out annual PAT testing and inspections of emergency lighting, weekly fire alarm tests and fire evacuations
- Ensures the gardens and grounds maintenance to the property are well maintained, clean, tidy and hazard free, supervising external contractors as required
- Practices proper safety techniques in accordance with Company and safe systems of work guidelines
- Is available on call out of hours to respond to emergency situations to resolve problems or contact contractors to address.
- Reviews site risk assessments as required with Community Manager.
- Seeks 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.

Key Relationships:

- Operations team
- Estates Management team

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, e.g. plumbing or electrical, is essential.

Experience & Skills:

- 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
- Experience of installing and maintaining hot and cold water systems, sanitary appliances and soil and waste drainage.
- Experience of installing and maintaining electrical systems and fire alarm, emergency lighting and security systems.
- 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
- Good team player with strong relationship building and influencing skills
- Positive approach and ability to work on own initiative
- 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
- 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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