



## QUEENS HALL ACTION ON POVERTY

### **JOB DESCRIPTION**

**Job Title:** Maintenance Worker

**No of Posts:** 1

**Salary:** £32,178

**Status:** Full Time, Substantive

**Hours:** 37.5 per week over 5 days

**Holidays:** 22 days plus bank holidays

**Based at:** Wigan Town Centre Location with regular visits to all charity premises.

**Responsible to:** Head of Services

**Accountable to:** Queen's Hall Action on Poverty Trustees

**To Apply:** Please upload a CV and Covering letter outlining why you would be an asset to our charity using this link: <https://hr.breathehr.com/recruitment/vacancies/46074>

Please apply early as we reserve the right to close applications as soon as sufficient applicants have been received

**Closing Date:** 13<sup>th</sup> April 2026

**Interviews:** 16<sup>th</sup>, 17<sup>th</sup> April 2026. Although we reserve the right to interview as applications are received.

### **Summary**

The Brick is a growing charity with big aspirations for people in need within our community. We provide RELIEF, RESTORATION and REFORMATION by offering tailored support, hope, and opportunity to those looking to improve their quality of life. Our core work is in homelessness, and these projects include emergency and supported accommodation, street outreach and homelessness prevention programmes. We are now looking for an enthusiastic, proactive and inspirational Maintenance Worker to join our team, a believer in the right to equal life chances with a passion to improve lives through collaboration and innovation.

## **Job Purpose**

The Maintenance Worker is a technical role essential to the charity's operational performance. You will be responsible for the physical integrity of our buildings and the safety of our vehicle fleet. Your primary focus is to deliver hands-on repairs and preventative maintenance, ensuring all premises meet the standards of the "Good Landlord Charter." You will provide a professional service to employees and residents alike, ensuring that all sites are safe, decent, and well-managed.

## **Building Maintenance & Technical Repairs**

- **Comprehensive Repairs:** Carry out day-to-day reactive maintenance across all Brick sites, providing high-quality solutions in **carpentry, plumbing, tiling, and masonry**.
- **Internal Decoration:** Execute full redecoration projects as required, including plaster patching, painting, and finishing to ensure a professional standard across all units.
- **Proactive Inspections:** Regularly assess the cleanliness, hygiene, and physical condition of establishments to detect structural or cosmetic issues before they escalate.
- **Resource Management:** Efficiently manage stocks of cleaning equipment and materials, ordering through designated suppliers to ensure a constant supply across the charity.
- **External Support:** Promptly liaise with your Line Manager when required work (such as major electrical or gas works) falls outside of your current capability or time constraints.

## **Void Management & Property Turnaround**

- **Rapid Turnaround:** Lead on "void" repair work to ensure vacant rooms are fit for habitation as quickly as possible. This includes assessing damage, performing necessary repairs, and refreshing the space for new residents.
- **Clearance & Disposal:** Manage the full clearance of void properties, including the heavy lifting and responsible disposal or storage of bulky furniture and electrical items (WEEE waste).
- **Utility & Access Coordination:** Refer to relevant managers regarding room entry and the changing requirements of cleaning and maintenance needs within specific housing projects.

## **Operational Management & Systems**

- **Workload Prioritisation:** Manage your own time and calendar via Outlook, prioritising tasks based on their impact on service delivery and urgent "emergency" repair needs.
- **Record Keeping:** Accurately record and monitor all jobs using The Brick's Maintenance System (full training provided).

- **Vehicle Maintenance:** Maintain the fleet of charity vehicles, ensuring they are clean, serviced, MOT'd, and legally compliant.

### **Compliance, Safety & Teamwork**

- **H&S Reporting:** Promptly highlight any health and safety concerns resulting from maintenance issues to the local Manager and Head of service.
- **Regulatory Adherence:** Understand and strictly adhere to COSHH (Control of Substances Hazardous to Health) and other relevant health and safety regulations.
- **Professional Development:** Attend continuing professional development (CPD) events to maintain expert professional knowledge and facilitate staff training where appropriate.
- **General Duties:** Comply with all policies on safeguarding, data protection, and EDI. Work flexibly within the team to ensure cover, including periods of lone working.

### **Person Specification**

#### **Knowledge & Experience**

- **Trade Skills:** Solid, proven standard of maintenance skills (**Decorating, Carpentry, Plumbing, Tiling**).
- **Housing Experience:** Experience in maintenance/caretaking within a **supported housing project**, community setting, or similar scheme is highly desirable.
- **Client Awareness:** Understanding of the issues faced by vulnerable adults and the importance of maintaining professional boundaries.
- **Safeguarding:** Knowledge of and commitment to safeguarding children and young people.

#### **Skills & Abilities**

- **Self-Management:** Highly organised with the ability to act on your own initiative and adapt schedules to meet urgent needs.
- **Communication:** Good verbal and interpersonal skills, with the ability to handle occasionally challenging behavioural situations with empathy.
- **Physical Fitness:** Ability to carry out the physical demands of the role, including heavy lifting (furniture/clearances), working at height, and regular driving.
- **IT Literacy:** Competent in using Microsoft Office (Word, Excel, Outlook).
- **Licensing:** Full valid UK Driving Licence is essential.