

Job Title: Maintenance Operative
Reports to: Property Manager
Working Hours: 40 hours per week
Based: The Helix, Wembley.

About us:

Host Student Housing Ltd is one of the largest providers of student accommodation in the UK. But more than that, we're a specialist operator, developer and owner.

Having been established over two decades ago, we have extensive knowledge of the sector and a track record of working with universities, global investors and third-party clients – both at home and abroad. We are responsible for the development, operation and management of more than 23,000 student beds in over 30 cities throughout the UK and Europe.

Our purpose at Host is to redefine the student living experience by providing exceptional Purpose-Built Student Accommodation. We are committed to creating vibrant, safe, and inclusive communities that foster academic success, personal growth, and a sense of belonging for our students.

We are committed to fostering a positive and collaborative work environment where each staff member is valued, equipped with the tools for professional growth, and motivated by a shared mission to enhance the overall living experience for our students. Through a culture of continuous improvement, open communication, and a strong sense of community, we aim to create a workplace where every team member feels fulfilled, motivated, and proud to contribute to the success of our students and the company as a whole.

Purpose of the role:

Our Maintenance Operatives are responsible for ensuring that all facilities, equipment and systems are maintained to a high standard to ensure safety, functionality and a welcoming environment. The role includes performing preventive maintenance, responding to repair requests and addressing safety concerns promptly.

This role is more than just fixing issues; it is about contributing to a positive living experience, where residents feel comfortable, supported and proud of the place they call home. Your efforts will directly influence resident satisfaction, the upkeep of the property and the sense of community in the property.

Key Responsibilities (including but are not limited to):

- Carry out day-to-day maintenance tasks to ensure the development is safe, functional and visually appealing, creating a positive living environment for our residents.
- Inspect communal and private areas to identify and resolve issues before they escalate.
- Perform maintenance tasks during room turnarounds between residents, ensuring rooms are fully functional and meet high standards before new arrivals take residence.
- Support residents by addressing maintenance requests promptly and professionally.
- Collaborate with the on-site team to maintain a high standard of service.
- Monitor and maintain building systems, including (but not limited to) water safety equipment, electrical safety equipment and fire safety equipment. Working closely with external contractors to oversee larger repairs or specialist tasks.
- Ensure communal spaces, such as kitchens, lounges and hallways, remain in excellent condition and contribute to a welcoming atmosphere.
- Lend a hand with cleaning tasks if housekeepers are short-staffed, or on a tight deadline, to maintain high cleanliness standards.
- Promote a safe living and working environment by adhering to health and safety standards at all times and addressing issues as appropriate.

General Maintenance

- Perform routine maintenance and repairs across the facility, including plumbing, electrical, carpentry and general handyman tasks.
- Inspect and troubleshoot issues in communal areas, resident rooms and building systems to determine the best course of action for repairs.
- Replace or repair fixtures and fittings, such as door handles, locks, light bulbs or taps.
- Keep outdoor spaces (such as gardens, patios and pathways) well-maintained by addressing issues like cleaning, repairing or painting fences and furniture.
- Conduct minor appliance repairs and ensure communal equipment remains operational.
- Assist with furniture assembly, moves and installations as needed.

Preventative Maintenance

- Conduct routine checks on building systems in line with PPM requirements for the site to identify potential problems and prevent breakdowns.
- Working with management to schedule regular servicing of equipment, such as air conditioning units, boilers and lifts with the relevant external contractors.
- Test safety features, including emergency lighting, smoke detectors and sprinkler systems, to ensure compliance and functionality.
- Monitor water pressure, leaks and drainage systems, taking preventive steps to avoid plumbing-related issues.

Repairs and Improvements

- Respond promptly to maintenance requests from residents or team members, resolving issues efficiently to minimise disruptions.
- Assist with room turnarounds between residents by repairing or replacing damaged items and ensuring rooms meet high standards.
- Upgrade and improve facilities, including redecorating/painting, replacing flooring, repairs to tiling or resealing surfaces in bathrooms and kitchens as needed.
- Identify opportunities for improvement and recommend upgrades or modifications to enhance the resident experience.
- During summer undertake annual lifecycle works across the property.

Customer Service

- Respond promptly and professionally to resident maintenance requests, providing clear communication and updates on the status of repairs or issues.
- Build positive relationships with residents by being approachable, friendly and proactive in addressing their concerns or needs.
- Ensure all interactions with residents reflect a high standard of service, contributing to a welcoming and supportive community atmosphere.
- Proactively anticipate resident needs, offering assistance or solutions to enhance their living experience and ensuring they feel supported within the student community.
- Assist with the check-in and check-out process and help management register residents when needed.

Health, Safety & Compliance

- Ensure the building and its facilities comply with all safety regulations and company policies.
- Address potential safety hazards such as damaged flooring, exposed wiring or blocked pathways, immediately.
- Adhere to risk assessments for the property, highlighting any areas of concern and resolving them proactively.
- Perform fire alarm tests, emergency lighting checks and other fire safety inspections on a scheduled basis.
- Maintain proper signage for hazards, such as wet floors or restricted areas to ensure resident and staff safety.
- Comply with safe manual handling practices when lifting, carrying or moving heavy items such as furniture, cleaning equipment or waste bins.
- Participate in regular training sessions, both internal and external where necessary, to stay up to date with best practices and legal requirements.

Record Keeping

- Maintain detailed and accurate records of all maintenance activities, inspections, repairs and servicing schedules.
- Keep an inventory of tools, materials and equipment, ensuring sufficient stock of commonly used items.
- Report major issues or recurring problems to the management team, providing recommendations for resolution or improvement.

Team Collaboration

- Work closely with other departments, such as housekeeping and management, to coordinate maintenance projects and ensure smooth operations.
- Lend a hand with cleaning tasks if housekeepers are short-staffed to maintain cleanliness standards.
- Support colleagues with ad hoc maintenance tasks, such as event setup, furniture arrangement or equipment installation.
- Liaise with external contractors for specialised repairs, ensuring work is completed to a high standard.
- Actively participate in team meetings and provide input on how to improve maintenance processes or resident satisfaction.

Person Specification:

- Solid hands-on experience in a maintenance, facilities or handyman role, with practical skills in plumbing, electrical work, carpentry, painting and general DIY tasks.
- A proactive and solution-oriented mindset, with the ability to identify, troubleshoot and resolve issues efficiently, ensuring minimal disruption for residents.
- A strong eye for detail to ensure maintenance tasks are completed to a high standard and all spaces remain safe, functional and aesthetically pleasing.
- A thorough understanding of health and safety regulations, with a commitment to ensuring a safe environment for residents, staff and visitors.
- Excellent communication and interpersonal skills to build positive relationships with residents, colleagues and contractors.
- A collaborative attitude and willingness to assist other teams when needed.
- Strong time-management and organisational abilities to juggle multiple tasks, prioritise effectively and ensure timely completion of maintenance requests.
- A willingness to adapt to changing priorities and take on diverse responsibilities, from routine maintenance to supporting team projects and resident needs.
- A resident-first approach, with a passion for creating a comfortable and welcoming living environment.

Additional Information:

The responsibilities outlined above are not exhaustive, and you may be required to undertake additional tasks that align with your role, including those that contribute to the continuous improvement of our service.

The post holder will be required to participate in an on-call rota to provide emergency support outside of standard working hours.

Flexibility may be required during peak operational periods, such as student move-in and move-out.