



Job Description

We Are Magenta

Job Title:	Building Technician
Responsible to:	Team Manager
Purpose, Vision and Values and what that means for your role.	
<p>Our Purpose:</p> <p><i>Empowering people is our purpose. We work together by guiding, teaching, and mutual support, cultivating knowledge and confidence to overcome challenge and seize opportunities. By uplifting each other, we extend this empowerment to our customers and communities, contributing to the well-being of the broader society we serve.</i></p> <p><i>In your role, you actively contribute to our purpose by...</i></p> <p><i>As a Building Technician, you will play a pivotal role in maintaining seamless service delivery to our customers with a focus on customer satisfaction. You will be responsible for ensuring all aspects of the work you carry out are in line with health and safety best practices and regulations. Your responsibilities will involve performing tasks in your specific trade. You will also plan and organise work economically and effectively, using your time, plant, transport, and materials efficiently in accordance with specified company outputs and priority response times. Additionally, you will operate within a scheduled appointment system when required, ensuring effective communication with customers and team members, and supervise and train apprentices, trainees, or other employees to maintain high standards and specifications. Diagnostic and pre-measuring work will be necessary to determine the nature of repairs and facilitate their completion, and you will use communication or ICT equipment to receive work instructions, complete work orders, communicate generally, order materials, and record inspection reports and stock usage. Making decisions regarding repair requirements within contractual guidelines and informing customers when repairs cannot be completed, arranging mutually agreed solutions will be key aspects of your role.</i></p> <p>Our Vision:</p> <p><i>Opening doors is all about creating opportunities and eliminating barriers.</i></p> <p><i>Your role is a key to opening these doors, and realising our vision by...</i></p> <p><i>Working in seamless collaboration with both our customers and business stakeholders to remove any barriers that could impede the delivery of the repairs and maintenance service. Managing materials efficiently to minimize waste and optimize logistics, ensuring compliance with all minimum standards of work, customer care requirements, and key performance measures will be crucial. You will work with and provide technical information to any group as directed by the Team Manager/Supervisor, liaise with other staff, surveyors, and sub-contractors to ensure timely</i></p>	

completion of works within agreed operational targets, and communicate openly and positively with customers. As a Building Technician, you will correctly complete all documentation and providing/inputting all information associated with the role, contributing to the company's Personal Development Planning Programme, and undertaking individual or corporate training and development relevant to your role and duties. You will drive company vehicles carefully and professionally in accordance with company procedures, maintain and operate an agreed range of stock and equipment within the vehicle provided, and use necessary tools, plant, and equipment effectively.

Our Values:

'Doing the right thing' is the thread that weaves our actions, decision-making, and connections. Making choices that align with our purpose, vision, and values, and ensuring everyone feels safe and supported.

In your role, you are empowered to do the right thing by...

Identifying customers' requirements, you will initiate appropriate actions within established parameters to support a right first-time service delivery approach to complete repairs and maintenance services to the customer's satisfaction. By ensuring an efficient and effective outcome through your work, you will adhere to company policies and procedures regarding Health & Safety, undertake low-risk asbestos work in accordance with Asbestos Essentials (HSG210) and company practices, following appropriate training, and promote the company's Equality, Diversity, and Inclusion Policy. Understanding and promoting the company's Corporate Objectives and values, acting according to the company's data protection, probity, and financial policies, and supporting the delivery of efficient, value-for-money services, aiming to exceed client and customer expectations will be integral to your role. Supporting continuous improvement of quality management practices and systems, attending briefings, meetings and conferences as necessary.

What we need from you!

Qualifications:

- Time served Apprenticeship.
- Craft City and Guilds or NVQ Level 2.
- Advanced Craft City and Guilds or NVQ Level 3 (**Desirable, Essential for roles of Plumber and Electrician**).
- An appropriate qualification and/ or able to demonstrate an extensive track record in Multi-skilling.
- Possession of a current CCN1 gas safety qualification (**Essential for role of Gas Plumber technician**).
- Appropriate CSCS card is desirable

Experience:

- Proven track record of working within the Construction industry.
- Dealing with the public in a customer focussed manner.
- Attention to detail and high standards of work.
- Good relationship building skills with the ability to communicate at all levels.
- A good understanding of Health and Safety regulations.
- Ability to ensure accurate and timely completion of all paperwork including job tickets and timesheets.

Knowledge and Skills:

Proficient in at least 2 principle trades. Secondary trade (joinery, plumbing, plastering, Tiling, floor laying and Painting).

- Customer care skills.
- Problem solving abilities.
- Self-motivated and able to work on own initiative.
- Ability to carry out physical demands of the job.
- Ability to communicate verbally in an effective manner.
- Ability to plan and organise workload.
- Treat people with equal respect and practice equality and diversity.
- Able to consistently meet & better target outputs set by line manager.
- Have a flexible approach to work and willing to undertake a wide variety of duties as they arise.