



Trinity Homeless Projects
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#itCOULDBEME

Hi

Thanks for asking about our role in Property Maintenance.

We are a dynamic and professional group of people working to create a fairer society through helping to improve the lives of people suffering homelessness and preventing people from becoming homeless and we're always looking forward to welcoming new, like-minded, people into our team.

This is an important time for us as we meet the many challenges in the sector and in the whole of society and we are always looking for ways to stay ahead of the field and to achieve more for the people that rely on our services.

To find out more about our work, go to www.wearetrinity.org.uk

If you want an exciting challenge with an aspiring organisation then please write to us and tell us about yourself and why you want to work with us and please include your current CV.

I look forward to hearing from you.

Best wishes,

Carys Hedley
Director of Housing

Why work for us?

Trinity is all about creating a fairer society through ending homelessness.

Homelessness in Britain is the result of treating housing as a commodity rather than a human right. It is rooted in privilege, wealth and power and policies that are inconsistent with human rights – neglecting or failing to respond adequately to the needs of the most disadvantaged in response to crises or economic developments. The response should be clear: we must commit to ending homelessness. This would, in fact, be in line with the global target to ensure adequate housing for all by 2030, which was committed to in the UN's sustainable development goals.

Why work for us...? Because we believe deeply in justice and we are a community of committed people who want to make our lives count in leaving a legacy that makes the world a better place. We have deeply held values and ethics and a high degree of self-directed performance. We have a positive coaching culture and we are solution focussed. There is a genuine and deeply felt commitment to continuous improvement and an aspirational approach to the future and we will not stop until everyone has a home...or at least a bed for the night.

Other reasons:

Great people

We currently have a team of 40+ gifted, friendly, funny people and in this year's staff survey half of them scored Trinity 9/10 as a place to work!

Flexible working

Some roles dictate that you've got to be somewhere at a certain time. Outside of this we value autonomy and work-life balance and we trust our people to manage their own time.

Above average local pay

Pension

Good annual leave

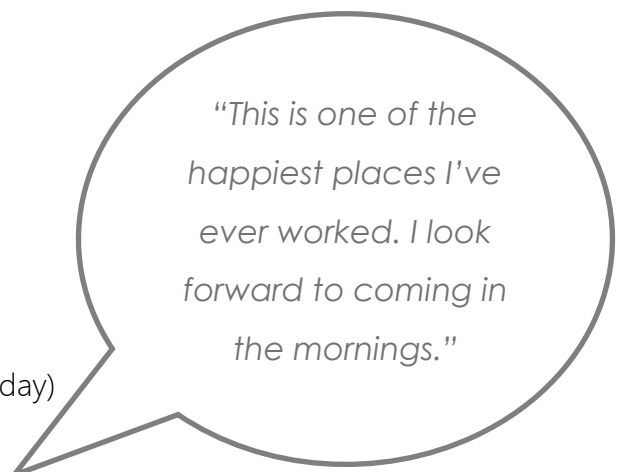
Maternity and paternity leave

We look after you when you're sick or need time off

Self-directed learning

A day off for your birthday

And an all-expenses paid holiday (Okay... no free holiday)



"This is one of the happiest places I've ever worked. I look forward to coming in the mornings."

working for a fairer society
wearetrinity.org.uk

What we do

Trinity Homeless Projects (Trinity) is a registered Charity working in West London and Slough to end homelessness.

Hillingdon is one of London's largest Boroughs and we are the largest provider of Supported Accommodation in the Borough. We currently have 60 properties housing over 200 people.

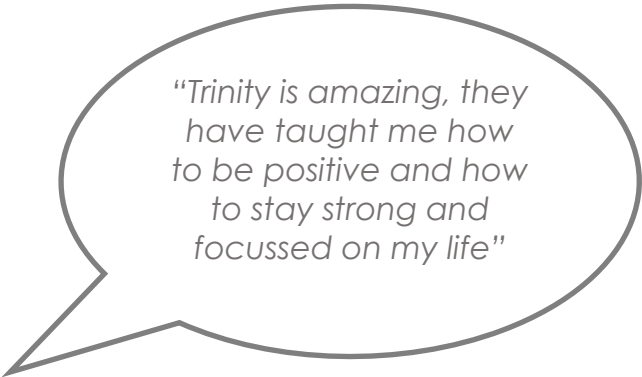
We employ full-time trained Coaches who offer between one and four hours coaching per resident per week depending on need and risk. Resident's needs and risks are reviewed by the Team every week. Coaches are trained NLP Master Practitioners and receive monthly individual and team coaching. We map our progress through a Strengths Chart that focuses on assets not deficits and this year our ex-resident survey showed that 86% of people that move on from our Supported Housing are still securely housed after 12 months, making Trinity a long-term solution to homelessness.

We have two large furniture recycling stores that deliver employment training and saves over 2,300 tons of CO2 every year and we provide training and education to over 150 businesses, schools and colleges in an effort to prevent homelessness and rough sleeping.

We run a Reconnection Service for people sleeping rough at Heathrow and our Day Service (SHOC) in Slough work with about 100 people every week.

We lease properties from the Private Rented Sector and create licensed HMOs. Private landlords like our offer; we pay market rates, provide 24 hour call out and we're good neighbours. We charge between £200 and £260 per week Enhanced Housing Benefit which is comparable with other providers but our rents are unaffordable once someone secures a job and we are at risk of constant Welfare Reform and it is essential that we create a supply of affordable housing, at LHA rate.

We have a strategy with mapped pathways that can provide a local system where no one need to suffer homelessness again.

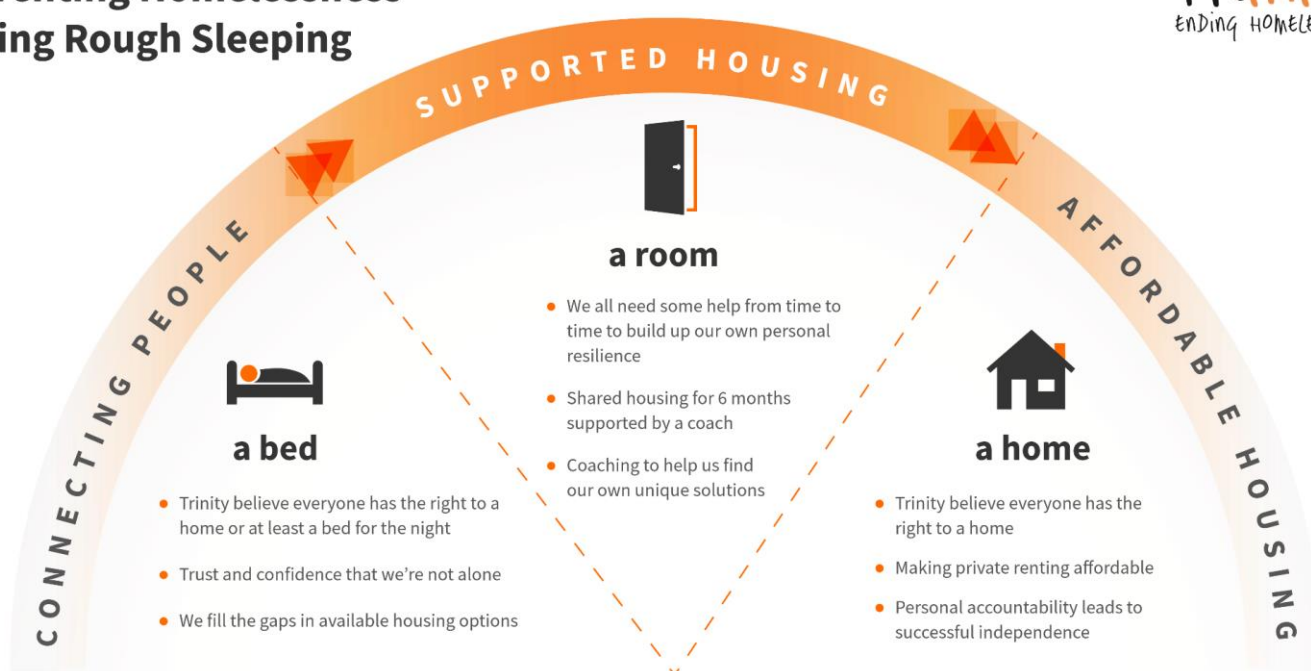


"Trinity is amazing, they have taught me how to be positive and how to stay strong and focussed on my life"

Our Theory of Change

Everyone has the right to a home...or at least a bed for the night

Increasing Life Expectancy
Preventing Homelessness
Ending Rough Sleeping



Life expectation in the UK currently stands at 80 years. If you are sleeping rough that almost halves to 43 years. Where we work the average time someone will have to sleep rough is 1.3 years and an analysis of the services currently being provided shows that the vast majority are designed to maintain people living on the streets rather than accessing housing.

We believe everyone has the right to a home or at least a bed for the night.

Our approach is to create a supply chain of services that ensures everyone where we work has access to a room and within as short amount a time as possible a home.

Thanks for taking to time to absorb all this and if this is for you, I really look forward to hearing from you.

My very warmest regards,
Carys Hedley

Terms and Conditions

Salary

Full-time salary is up to £14,000 p.a. for a 20 hour week depending on experience.
We pay people on the last day of each month. Pay may be reviewed each year in April.

Hours

8.30am – 5.00pm with some evenings and flexi-time.

Leave

25 days pro rata

Pension

4% pension contribution

Performance

We monitor how people perform through job coaching every month and through annual appraisals.
We work to agreed objectives and assess achievement against these objectives and the competencies for the role.

Probation

There is a six month probation period for new starters.

References

We only appoint someone if we are happy with their references, covering things such as character, employment, health and eligibility to work in the UK.

Smoking policy

People are not allowed to smoke in any of our properties and whilst engaged in work. Smoking breaks can only be taken in someone's own time.

Location

Working from various Trinity locations across the London Borough of Hillingdon and Slough.

This is an outline of our current terms and conditions and is subject to annual review and amendment, by consultation.

				ROLE PROFILE
Role Title:	Property Maintenance			
Reporting To:	Property Manager			
Responsible for:	In-house maintenance			
Role Purpose:	To ensure the Trinity supported housing service is effectively serviced by maintenance by a skilled maintenance worker to perform upkeep tasks and repairs. Responsible for applying basic fixes to equipment and building systems and ensure facilities are orderly and functional. Being reliable and flexible with a keen eye for detail. Experience and knowledge in the area is essential. Must be able to converse in a positive way with our residents whilst in their homes.			
Salary	£14,000 depending on experience	Hours: 20	Part time, some flexibility according to operational needs required. Own transport is essential.	

Main Duties

1. Maintenance

- To prioritise, and action maintenance requests; liaising with Property Manager, in-house maintenance and external contractors as necessary.
- Ensure the timely turn-around of maintenance works.
- Communicate completion and progress with manager promptly.
- Perform minor fixes such as repairing broken locks, filling gaps on walls etc.
- Carpentry skills would be preferable but not essential
- To support in-house maintenance with preparing void rooms
- Install appliances and equipment
- Do garden upkeep, collecting rubbish etc.
- Conduct maintenance tasks such as replacing light bulbs
- Inspect and troubleshoot equipment and systems (e.g. ventilation)
- Basic knowledge of plumbing and electrical systems
- Collaborate with workers and other professionals during renovations and planned maintenance work
- Report to Property Manager for issues
- Monitor communal areas in our houses

2. Other Duties

- Participate constructively, flexibly and reliably in; cover arrangements, planned or emergency cover of colleagues' work or team duties, internal and external meetings, working groups and other forums at team and organisational level.
- Participate in the operational management of the out-of-hours service.

3. Information Management

- To maintain accurate information in an online format in order to promote effective service delivery and evaluation.
- Record all works appropriately and maintain all relevant information and recording systems up to date.
- Be self-servicing in day-to-day administration following team and Trinity administrative procedures.

4. Personal Performance and Development Needs

- Proactively review and evaluate own performance and identify and act on areas for improvement. Identify strengths and own learning/development needs and opportunities.
- Continuously review own working practices in line with resident, team and management feedback and current best practice.
- Undertake development and training opportunities and be responsible for maintaining maximum benefit through practice, reflection and review.
- Actively participate in staff coaching, performance management reviews and appraisals.

Expectations

- Understand, uphold and work with the values, ethos, aims and objectives of Trinity and SHOC.
- At all times adhere to relevant legislation, good practice and Trinity policy and procedures, including Health and Safety, Confidentiality and Equal Opportunities
- As a Trinity employee you are an ambassador of our brand and need to positively promote and endorse our services in all engagements.
- To maintain professional boundaries at all times.
- To work to safeguarding legislation and policies for vulnerable adults at all times.
- Notify your manager immediately of any occurrences which may affect the service or reputation of the organisation.
- Work flexibly so as to maintain the most appropriate level of service provision, respond to organisational change and development;
- Undertake such other duties as reasonably requested by your manager.

Person Specifications

- Experience of working on own initiative and proactively managing time and work load effectively with ever-changing priorities.

- Experience of Health and Safety Requirements
- A methodical approach and an attention to detail is a must as are excellent communication skills.
- Ability to meet agreed objectives, targets and outcomes.
- Exceptionally well organised and the ability to see the bigger picture.
- A good level of numeracy and literacy

Qualifications/Professional Experience Required

Core Competencies

Job Knowledge: Understanding of duties and accountabilities. Application of knowledge and skills in practice. Evidence of continuing technical or professional development.

Work Quality: Achievement of targets and objectives as agreed in staff coaching sessions. Speed of work. Quality of output.

Communication: able to convey appropriate and relevant information clearly, accurately and convincingly; verbally and in writing.

Workload Management: Able to plan and organise work. Reliability in carrying out duties on time and to required standards. Flexibility to deal with changing priorities.

Taking Responsibility: Ability, confidence and willingness to take or accept responsibility. Exercise sound judgment. Provide constructive suggestions for service / department improvement.

Procedural Awareness and Compliance: Understands and acts within approved service / departmental policy and procedure guides, financial management and health and safety procedures.

Working with Others: Able to establish and maintain positive, productive and professional working relationships with everyone you work with. Contribute actively to a working environment in which colleagues work co-operatively with each other.