
Your job

Job Title: Building Support Operative

Service: Adult Services

Grade: G3

Reporting to: Assistant Quality Performance Manager

The Building Support Operative role will be to contribute towards achieving and maintaining a high standard and quality of care by providing a service to our dispersed properties across the Wigan borough. Ensuring regular checks on equipment, minor maintenance and repairs, cleaning in specific areas, collections of prescriptions and providing any necessary supplies from the local shopping area.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

Provide a safe, compliant, efficient, and responsive building support service across all assigned properties, maintaining high standards of maintenance,

environmental quality, and customer service while ensuring value for money and continuous improvement.

On an ongoing basis you will:

Undertake Building Support duties, as agreed, across dispersed properties within the Wigan borough, ensuring high standards of service delivery, compliance, efficiency, and value for money.

The post holder will be responsible for carrying out the following duties:

- Sweep pathways and maintain bin storage areas in a clean and tidy condition.
- Clean light fittings and lampshades and replace light bulbs and fluorescent tubes where appropriate.
- Clean external windows in line with health and safety requirements.
- Undertake routine minor maintenance works, including basic repairs and maintenance of radiators and fixtures.
- Check that fire-fighting equipment is correctly located, accessible, and in a serviceable condition, reporting any concerns as required.
- Carry out minor repairs and maintenance within buildings and surrounding grounds, including:
 - Unblock sinks.
 - Routine repairs to woodwork.
 - Hanging mirrors, pictures, and shelving.
 - Basic DIY repairs.
 - Assembly and minor repairs of furniture.
- Undertake routine grounds maintenance and gardening duties, including weeding, lawn care, and the upkeep of planting beds.
- Assist staff with the safe movement of heavy equipment, furniture, and other items as required.
- Receive and move bulky or heavy deliveries to appropriate storage or operational areas.
- Collect prescriptions, supplies, and other essential items from local shops, pharmacies, or post offices as required.
- Attend and actively participate in team meetings, training sessions, and mandatory staff development activities.
- Maintain an awareness of and comply with:
 - Fire Safety Regulations.
 - Health and Safety policies and procedures.
 - Asbestos management procedures.
 - All relevant organisational policies and statutory requirements.
- Maintain buildings, grounds, and facilities to an acceptable standard of cleanliness, safety, and presentation.
- Report defects, maintenance issues, hazards, and health and safety concerns promptly to the appropriate person.

- Promote a safe environment for residents, visitors, staff, and contractors at all times.
- Undertake any other reasonable duties.

Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

Experience and Knowledge

- Experience of carrying out basic DIY, building maintenance, repairs, or caretaking duties.
- Experience of negotiating with premise occupiers and contractors to identify operational issues.
- Experience of working within the health and safety guidelines and safe working practices.
- Experience of maintaining grounds, gardens, or external areas.
- Knowledge of the building alarm systems and the operational testing for risk inspections.
- Understanding the importance of providing a high-quality customer-focused service.

Skills and Abilities

- Ability to undertake minor repairs and maintenance tasks safely and effectively.
- Ability to work independently with minimal supervision and manage workload across multiple sites.
- Ability to identify defects, hazards, and maintenance issues and report them appropriately.
- Effective oral communication, written and numeracy skills.
- Ability to maintain accurate records where required.
- Ability to prioritise tasks and respond to changing service demands.

Physical Requirements

- Ability to undertake the physical demands of the role, including:
 - Lifting and moving equipment and furniture.
 - Carrying out maintenance and gardening duties.
 - Ability to work at heights, using ladders.
 - Working indoors and outdoors in varying weather conditions, with the appropriate work wear.

Health and Safety

- Understanding of Health and Safety legislation and safe working practices.
- Awareness of fire safety procedures and emergency evacuation arrangements.
- Commitment to complying with all organisational policies and procedures.

Other Requirements

- Full driving licence to travel between the dispersed properties across the borough.
- Flexible approach to working hours to meet service needs.
- Commitment to equality, diversity, and inclusion.
- Commitment to safeguarding and promoting the welfare of vulnerable people.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”