



www.papworthtrust.org.uk



Property Maintenance Coordinator

Salary	£24,015
Location	Hybrid/Papworth Everard
Full/Part Time	Full time (fixed term contract to 30 November 2024)
Total Weekly Hours	37.5 Monday-Friday, with participation in the On Call Duty Rota (1 week in 7)

About us:

Papworth Trust is a leading disability charity. Our vision is a world where disabled people are seen for who they are, and our mission is for disabled people to have equality, choice and independence.

We deliver a range of services to our customers across the east of England, including housing, and we are looking for a efficient administrator to join our Property Maintenance Team.

Key description of the role:

In this varied and interesting role, you will be the all-important first point of contact for our tenants, taking details of their repairs, booking in jobs and liaising with contractors and our internal teams to ensure our tenants receive a great service. You will also schedule planned maintenance tasks and keep our tenants informed of key dates they need to be aware of.

The Ideal Candidate:

Whilst you may not have worked within the housing sector before, you will have great customer service skills, as well as strong planning and organisational skills. In this role communication is absolutely key, so you need to be confident and comfortable speaking to a wide range of people with empathy and kindness. Active listening skills are as important, as is the ability to learn new processes and attention to detail and embracing our values in all that you do. IT skills are essential, particularly Word, Excel and email, training will be provided for the housing and maintenance systems we use.

What you'll get in return:

- 25 days holiday plus bank holidays
- Flexibility in how you work your hours and where from, we are open to considering a range of flexible and hybrid working options.
- Inclusive employee assistance and wellbeing support
- A comprehensive induction, access to ongoing training and learning and development opportunities, including qualifications
- Company sick pay
- Choice of 2 pension schemes with an enhanced employer contribution
- Opportunities to recognise and be recognised and rewarded with our Values in Practice reward and recognition scheme
- Cycle to Work scheme

- The chance to have your voice heard as part of our employee forum and colleague experience group

Interested? You can find out more about the Papworth Trust, our values and what we do here [Papworth Trust - Home](#). If you would like to have an informal chat about the role please contact Samantha Oram, Team Leader Maintenance on 07870 490274, we'd love to hear from you.

To apply please send your CV together with a covering letter, outlining how you meet the requirements of the job and person specification to: Samantha.oram@papworthtrust.org.uk

We are a Disability Confident Employer, and welcome applications from disabled candidates. If you would like support to apply, please contact the People Services Team on 01480 357200 or email hr.administration@papworthtrust.org.uk and we will be happy to help.

Please be aware that a DBS check is required for this role and will be only carried out following an offer of employment to the successful candidate.