



Role: Maintenance Technician

Report to: General Manager

Location: Leicester

COMPANY OVERVIEW

LIV is a leading build to rent and residential block management company, delivering services nationwide. We currently manage tens of thousands of apartments in the UK and are involved in numerous schemes at different stages of development. Our clients include major developers and global investment funds and we also represent thousands of leaseholders nationwide.

The diversity of our client base calls for an integrated team approach and our experts strive to deliver value to our clients through clear, innovative thinking and timely solutions. We are also firm believers that you create your own success! As an entrepreneurial business we recognise and promote individuals who show potential to commit and grow with the business.

LIV is part of Cortland, who wish to develop 10,000 BTR units in the UK over the next 5-7 years commencing with our first 486-unit BTR residential development in Watford.

ROLE OVERVIEW

As a Maintenance Technician you are responsible for residents' satisfaction by providing an impeccable maintenance service and day-to-day upkeep of the development. Reporting directly to the General Manager and working collaboratively with the Residents Service Manager, you will ensure that residents have the best experience, and you will consistently deliver the highest levels of customer service. Here are some of the tasks you will carry out:

- Work and interact with the residents to diagnose, repair, and resolve their issues
- Monitor, manage and oversee the planned preventive maintenance (PPM) and compliance requirements for your development via our H&S and PPM software
- Perform all relevant safety procedures for your development
- Manage and maintain all safety and maintenance records and documentation ensuring they are kept up to date
- Make sure the development is always clean, clear and presentable whilst ensuring residents and associates are safe and secure
- Maintain high standards of presentation around the externals to the building, car parks and all common parts including lifts, toilets and lounges.
- Manage any supplier attendance ensuring site rules are adhered to and sign off any completed works
- Attend cyclical defects and repair meetings to discuss trends and highlight concerns
- Manage and maintain the stock of supplies and spares
- Assist with all tasks assigned by the General Manager and work collaboratively to ensure the development is up to an exceptional standard, including bin rotation, cleaning and minor landscaping

THE IMPACT YOU CAN MAKE

- Residents feel completely confident that all community maintenance issues will be repaired quickly and effectively.

- Service requests are at an all-time low, thanks to all your preventive maintenance and quick repairs.
- Your community looks perfect, the common areas are spotless, the grounds are beautiful, and your customers are proud to call it home.
- You are confident in utilising a maintenance software app and portal, updating notes, photographs and other key information via the app or portal.
- You can make yourself available during peak periods and emergency out of hour callouts

YOUR BUILDING BLOCKS OF SUCCESS

- Solid record of carpentry, joinery, painting and decorating
- Basic plumbing and electrical experience
- Confident communicator with the ability to build strong relationships and work well within a team
- Flexible and dependable with a go above and beyond attitude
- Resourceful problem-solver able to manage own workload and work proactively
- Ability to interact with residents, clients, and suppliers professionally and enthusiastically
- Tech-savvy for effective communication with the wider team
- H&S compliance experience or IOSH certification

THE LIV DIFFERENCE

At LIV we understand that client service delivery and a focus on the resident experience sits at the heart of what we do. We put our customers and our residents first and enjoy the part we play in building vibrant, new communities.

We have worked extensively on large residential developments throughout the UK which has allowed us to develop specific experience and expertise in all the key areas that are relevant to successful management delivery. We are very fortunate to have a talented team and it is their combined experience which ensures we are at the forefront of the industry today.

Many of our competitors *talk* about what services they provide but we believe what makes us different is that we have been delivering these promises now for several years, at sites across the country.

With LIV's plans of further expansion, we would be delighted to see whether you believe you are the right person to continue this exciting journey with us.

LIV is an equal opportunities employer.