

MULTI SKILLED MAINTENANCE OPERATIVE

Salary upto £38,000 dependent upon experience



Big Sky Living Ltd is the central resource company for the Big Sky Group. As a group we provide a wide range of property services from speculative new home developments to commercial and residential property management.

We are looking for a self-motivated and organised, individual with excellent communication and presentation skills alongside the ability to negotiate with customers and contractors.

We are seeking a skilled and versatile Maintenance Operative (Multi-Trade) to be based from our offices in Norwich. This role involves carrying out a wide range of maintenance activities across the properties we own/manage, ensuring operational efficiency and safety. The ideal candidate will possess strong technical expertise, leadership qualities, and excellent customer service skills to support our ongoing maintenance needs.

This position is suitable for individuals with a proactive approach to problem-solving and a commitment to high standards of work.

If you have the right skills, experience and enthusiasm, are professional and wish to join our vibrant and forward-thinking organisation, we would love to hear from you!

For an informal discussion please contact Spencer Burrell on 01508 533749.

To apply, please email sburrell@bigsky-living.com with an up-to-date curriculum vitae and a supporting letter.

Closing date: 06 March 2026

Interview date: 13 March 2026

Job Description:	Multi Skilled Maintenance Operative
Location:	Norfolk
Reporting to:	Customer Service Team
Remuneration:	£35,000 - £38,000 PA dependent on experience and qualifications Plus, company vehicle and call out payment

Purpose

- ✦ Big Sky Living Ltd is the central resource company providing services into the Big Sky Group of Companies.
- ✦ This role will be:
 - To work as part of the Big Sky Team in ensuring that the properties (both residential and commercial) are kept to a high standard.
 - To respond to, assess and/or complete reactive maintenance.
 - To minimise void properties and to ensure planned works, responsive and void repairs are conducted efficiently and effectively and to the customer's satisfaction.
 - To manage own workload on a day-to-day basis with regards to the responsive and void repair function.
- ✦ The Group is wholly owned by South Norfolk Council

Key Skills

- ✦ A good general knowledge of the building/construction industry and with relevant trade qualifications (preferably carpentry).
- ✦ An understanding of property maintenance.
- ✦ Good written, verbal and numeracy skills are desirable.
- ✦ To work on own initiative to ensure that responsive repairs and maintenance are conducted efficiently and service complaints are minimised.
- ✦ Problem solving. Attention to detail.
- ✦ Ability to use a mobile device (mobile phone/tablet) to manage workload, send and receive emails, access apps to order stock and MS Teams for meetings / training.

Key Responsibilities

- ✦ Undertake general maintenance building work to maintain all premises owned/managed by the Big Sky Group.
- ✦ Responsible for the effective and efficient delivery of repairs and maintenance works within agreed timescales.

- ✦ Complete works which will fall within operative's trade / skill set but could range from carpentry, plumbing, groundworks, painting/decorating, external works, tiling, plastering etc.
- ✦ Deal with tenant enquiries and respond in a professional manner reporting findings back to the relevant manager.
- ✦ Be prepared, if requested, to act as a mentor to trainees within the organisation and encourage a learning environment.
- ✦ Be required to carry out emergency work out of hours.
- ✦ Be responsible for completing a range of checks (e.g. fire safety, legionella, security, fall hazards etc.) as required to all premises owned/managed by the Big Sky Group.
- ✦ Be responsible for the external grounds and maintenance works together with ensuring a high standard of the external appearance of all premises owned/managed by the Big Sky Group.
- ✦ Ensure all works and equipment comply with health and safety regulations (e.g. COSHH, RIDDOR) and are of high quality, including assessment of risk relating to work being undertaken.
- ✦ Maintain detailed and accurate records and provide regular reports, case studies and evidence of equipment issued and installed.

Other

- ✦ Ensure compliance with Big Sky processes, policies, and procedures (and those of its clients, where appropriate) including performance, governance, health and safety, information management, data protection, and equalities.
- ✦ Undertake relevant training where necessary to enhance personal skills.
- ✦ Be prepared to perform such additional duties not included above as may be required to ensure service needs are met, recognising that this Job Description will be kept under review and may be amended at the organisation's discretion.
- ✦ This role is subject to a Disclosure and Barring Service check.

Requirements	Essential or Desirable	To be assessed by
Qualifications		
City and Guilds or NVQ 3 qualification in a construction or property maintenance related discipline (or equivalent qualification/experience), preferably in carpentry	E	Application
Plumbing and/or electrical qualification	D	Application
COSHH, IOSH accredited training or willingness to undertake	D	Application
Current Health & Safety Training certificates (including, but not limited to, Asbestos Awareness, Working at Height, Manual Handling & Risk Assessments)	D	Application
Driving Licence	E	Application
Experience		
Proven experience in undertaking a wide range of repairs and adaptations to a high standard (with commensurate experience in basic construction and property maintenance methods)	E	Application/Interview
Maintaining accurate records (including time and cost recording and the provision of basic reports and analysis)	E	Application
Organising and prioritising workload – both own and (as necessary) with colleagues	E	Application/Interview
Providing relevant information and advice (sympathetically) to older and/or vulnerable /diverse customers	E	Interview
Delivery of high-quality customer service in a community setting (including dealing with vulnerable people)	D	Application/Interview
Knowledge and Skills		
Degree of commercial awareness	D	Application/Interview
Ability to analyse and solve basic problems, exercising judgement and seeking advice from others when necessary		Application/Interview
Computer literacy	E	Application/Interview
Experience and a passion for delivering high quality services to a diverse range of customers	E	Application/Interview
Personal		
Ability to build a rapport and effective working relationship with clients, colleagues, contractors, and customers (tenants).	E	Application/Interview
A flexible approach is required with the ability to multi-task and effectively manage multiple projects simultaneously	E	Interview

