

Facilities Maintenance Operative

Job Description

East of
England
COOP

The purpose of your role in Our Co-op

As a Facilities Maintenance Operative, you'll play an essential role in keeping our buildings safe, functional, and well-presented. You'll provide hands-on maintenance across our property portfolio — including retail, funeral, travel, and office sites — carrying out repairs, painting, decorating, and general upkeep to prolong the life of our assets, reduce reliance on contractors, and help colleagues deliver excellent services to our members and communities.

You'll become part of a skilled, engaged, and diverse team, supporting our co-op in our collective vision to be the best at what we do in the East of England.

The Team you are joining

The Building Services team are responsible for the safety, compliance and operation of the Societies vast trading and investment property portfolio. A multifunctional team interacting and supporting all elements of the Society, to ensure both Capital and Operational expenditure is successfully and safely delivered, helping the business to successfully achieve its goals.

Things you need to know

This role involves working both indoors and outdoors in varying weather conditions and includes physical activity such as lifting, carrying, and using tools. Some tasks will involve lone working, while others will require collaboration with colleagues and contractors.

Please note that our working patterns are non-contractual. The advertised working pattern represents the normal working pattern for the role at time of advertisement and is subject to change.

The skills we are looking for

- Communication
- Teamwork
- Adaptability
- Technical proficiency
- Customer focused

Your reporting lines

Location

Wherstead Park,
Ipswich, Suffolk, IP9 2BJ

Department

Building Services,
Facilities Management

Reports to

Facilities Manager



EMPLOYER RECOGNITION SCHEME

BRONZE AWARD

Proudly supporting those who serve.



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What you will be working on at Our Co-op

1. Building Maintenance

- Carry out painting, decorating, and finishing works to maintain a professional appearance in buildings.
- Perform basic plumbing, joinery, and general building maintenance within competency levels.
- Deliver planned, preventative, and reactive building repairs across sites.
- Maintain stores and equipment, ensuring materials are well stocked and managed.

2. Inspections & Repairs

- Conduct regular building checks and inspections, reporting issues and recommending solutions.
- Log, track, and complete maintenance requests using our CAFM system within agreed service levels.

3. Projects & Refurbishments

- Support office moves, refits, and minor refurbishments.
- Liaise with external contractors for specialist work, ensuring safe systems of work.

4. Health, Safety & Compliance

- Maintain safe working practices, following all health, safety, fire, and environmental policies.
- Contribute to emergency response, including breakdowns, leaks, and security issues.

5. Teamwork & Customer Service

- Provide excellent customer service to colleagues with a professional and responsive approach.
- Assist the in-house maintenance team where required and provide cover to the post room when needed.

This job description sets out the major tasks associated with the stated purpose of this post. Minor tasks normally considered an integral function of this post will be undertaken and not excluded simply because they are not itemised.

Our Values

At Our Co-op, we live by a set of five values. What's important to remember is that your behaviours reflect our values in whatever task you're performing.



To find out more about our values, visit www.eastofengland.coop/careers/our-values