

Job Specification

Maintenance Technician

About Native Residential:

Native Residential (www.native-residential.com) is the fastest growing independent Build to Rent (“BTR”) operator in the UK with over 5,000 apartments across 15 sites either operating or in our delivery pipeline. These assets are typically large-scale mixed-use schemes with up to 675 units in a single site including not just BTR but also commercial offices, retail, F&B & public realm, all of which is operated by Native Residential. Our clients include some of the biggest names in institutional investment including British Land, Landsec, Baupost, LaSalle, Ares, AIG and CDL, local authorities & Invesco to name a few.

Our team is our greatest strength. Join Native Residential, and you’ll work alongside the best and the brightest in property, hospitality, technology and marketing - in an environment where your talents are valued, nurtured and developed. Our purpose is to create sustainable communities with soul. Native Residential began life as a hospitality business, and a warm, welcoming, service-minded ethos still shines through in everything we do. It’s how we create an environment where everyone feels at home.

Sustainability is at the heart of our business. We are proud to be on our B Corp journey and are continually working on meaningful ways to reduce our carbon footprint and increase social value in the communities in which we operate. For us, conducting business responsibly and equitably is not just the right thing to do—it’s a smart business strategy.

Summary of Position:

The Maintenance Technician performs technical and mechanical work that ensures the internal and external buildings, grounds, amenities, and common areas of the community meets standards for cleanliness, appearance, safety, and overall functionality by performing maintenance-related tasks. Primary responsibilities include inspections, repairs, and general maintenance of apartments and other interior/exterior areas.

There are four key pillars that will underpin the job holder’s success within this role includes :

Resident satisfaction: You will facilitate a facilities strategy that focusses on preventative and reactive maintenance across the business, to ensure that every customer has an exceptional experience when visiting or living at our properties across the portfolio. It is our aim that each residential property is in the top three BTR assets in its area on Homeviews.

Income and expenditure management: You will seek ways to improve our service and facilities management, to ensure that our clients see an exceptional return on investment. You will be at the forefront of the building facilities to ensure costs are controlled and maximum revenue is achieved from rental opportunities.

Operational excellence: You will spearhead operational excellence across the Community.

Team Management and Development: You will support and champion your own and your teammates development and growth of our “best in class” team who love working for Native together.

Principle Duties & Responsibilities:

- Have demonstrable experience in property management maintenance or equivalent experience.
- Have comprehensive understanding of Building Services, general maintenance activities and parts.
- Have excellent written and spoken English.
- Possess exceptional IT skills including MS Word, Excel & Outlook (training will be provided for our internal database system).
- Be an efficient and organised individual with excellent communication skills and has a sensitive, professional and well-mannered nature.
- Be able to work exceptionally well within a team dynamic and contributes to an established open culture.
- Have the ability to follow company policies and procedures

If you're ready to be our next Native, you'll probably