

## Job Description

**JOB TITLE:** Multi-trade Operative

**RESPONSIBLE TO:** Chargehand

### **Purpose**

- To deliver excellent quality repair and maintenance services for Residents with high standards of customer care.
- To carry out a range of property maintenance works to Empty Homes to bring homes up to the lettable standard.

### **Key responsibilities**

- Receive and complete works via a PDA device and accurately record SOR codes on orders.
- Work safely and always in accordance with the Health and Safety At Work Act. Encourage others to be safe in the workplace and report any safety concerns to a Manager /Chargehand.
- Ensure job completion notes are accurately recorded and before and after photographic evidence is produced for audit purposes.
- Complete emergency and routine work as requested.
- To provide out of hours emergency cover on a rotational basis.
- Complete works that have been prepared on detailed work specifications.
- Ensure any additions or omissions to specification are accurately recorded.
- All work to be completed to a high standard of quality.
- Complete repairs and maintenance orders on the first visit where possible.
- Ensure follow-on orders are reported back to the Customer Experience Repairs Team and the Resident understands what is happening with their repair.
- Keep the Resident informed during the progression of work to their home.
- Ensure that your vehicle is kept clean and tidy and in a good state of repair.

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- Report all breakdowns/accidents and other vehicle related incidents to your Line Manager or equivalent.
- To be careful with materials and company resources generally and ensure Company tools are stored safely and kept in good working order.
- Report any safeguarding concerns to your Line Manager or equivalent.
- Be responsible for reporting any issues of damp and mould and instigating repairs/works and ensure that where urgent cases of damp and mould are highlighted, decanting of Residents is instigated.

### **General**

- To adhere to the equality, diversity and inclusion policy and actively promote equality of opportunity wherever possible.
- Recognise, respect, and promote the different roles and diversity of individuals.
- To actively contribute towards the key performance indicators and professional standards.
- Work in accordance with the General Data Protection Regulations (GDPR) and Data Protection Law and be responsible for the integrity of personal information you process. This may include identifying anomalies in data and investigating and correcting them where appropriate. Ensure you attend training on data protection regularly.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act (1974) and relevant EC directives.
- To participate in training, attend other meetings, and staff events as required.
- Be an effective member of your team, presenting a positive impression of your section and the Group.
- Take responsibility for recognising and recording customer complaints, however made, and ensure that any complaints allocated to you are responded to within policy requirements.
- Maintain professional curiosity in all interactions with Residents, be aware of and report and record any potential safeguarding issues promptly and appropriately.

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- Maintain awareness of budget requirements and value for money while delivering your role.
- Consider and highlight any risk to the organisation or individuals whilst delivering your role.
- Consider Resident feedback (the Resident voice) in all service delivery, using data and insight and actively engaging with Residents to understand their needs, views and priorities and tailor services accordingly.

**This job description is a guide to the nature of the work required. It is not comprehensive, and it is expected that other duties will be undertaken as this role develops and as may be reasonably expected.**

| Area                                | Person Specification   |
|-------------------------------------|--|
| <b>Education and Qualifications</b> | <ul style="list-style-type: none"> <li>• GCSE standard or equivalent education</li> <li>• Competent user of mobile devices for receiving and recording work (PDAs)</li> <li>• Full driving licence</li> </ul>  |
| <b>Knowledge and Experience</b>     | <ul style="list-style-type: none"> <li>• Experience working in social housing homes</li> <li>• Good trade skills</li> <li>• Good time management</li> <li>• Good understanding of working safely and responsibilities under HASWA</li> <li>• Knowledge of risk management/assessment frameworks</li> </ul>   |
| <b>Behaviours</b>                   | <ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills</li> <li>• Excellent customer care skills</li> <li>• Good understanding of Schedule of Rates (SOR) codes</li> <li>• Proven ability to organise and prioritise work, meet deadlines, work under pressure and handle a number of tasks simultaneously and accurately.</li> <li>• Proactive approach to solving problems</li> <li>• Able to work as an effective team member with minimum supervision</li> <li>• Ability to multitask and anticipate assignments while maintaining meticulous attention to detail</li> <li>• Demonstrates resilience in pressured and stressful situations</li> <li>• Ability to deal with sensitive information, maintaining discretion and confidentiality</li> <li>• Ability to create an environment of trust, fairness and openness.</li> <li>• Good team player</li> <li>• Able to work with a high degree of autonomy and flexibility.</li> </ul> |