



Job Description and Person Specification

Job Title	General Trade Craft Operative – Wet Room Floor Fitter (Altro Floor Fitter)
Service Area	Repairs & Maintenance
Section	
Job Grade	This is a Level 5 post
Reports to	Maintenance Manager
Direct Reports	Not applicable
Other Resources	Not applicable
Role Purpose	The post holder will be responsible to a Maintenance Manager and be capable of carrying out day to day responsive, emergency and planned repairs Maintenance and Repair work and New Build Construction work to the City of Nottingham Housing stock and other Council owned properties. This will include the fitting of wet room flooring or similar flooring.
Key Accountabilities	<ul style="list-style-type: none"> • Collect orders and instructions, complete documentation such as works orders and timesheets and return completed documentation to a Maintenance Manager on a daily basis. • Responsible and accountable for the ordering, collection and use of materials • Respond to emergency needs such as entering properties for emergency services, to make good any damage as required. • Report any defects / damage of tools, plant or vehicles to the Maintenance Manager. • Ensure full compliance with all safety procedures and requirements of statutory legislation and to report all Health and Safety issues to the Team Leader or Site Manager immediately. • Use, maintain and keep clean any allocated transport within departmental procedures • Be prepared to use any equipment identified to improve the efficiency and effectiveness of the department. • Carry out occasional specialised work such as asbestos removal in accordance with procedures and safe working practices.

	<ul style="list-style-type: none"> • Assist in training Apprentices where required. • Altro & Vinyl Flooring Fitter: • Carry out all aspects of removal and floor fitting including: full renewals, repair work, basic floor laying, finishing, Adhesives, welding, maintenance, all associated making good of tiles, plumbing supplies, etc.
Generic Responsibilities	<ul style="list-style-type: none"> • Multi-skilling -To carry out limited additional types of repair and maintenance work normally associated with other trade groups (Plumbing, joinery, plastering, brickwork repairs, painting & decorating) when required for completion of individual repair orders. • Ensure customer focus is at the forefront of working practices. • Ensure that legal, statutory and any other relevant provision governing or affecting working practices are strictly observed. • Ensure that operational processes and procedures are adhered to.
	<ul style="list-style-type: none"> • • Contribute to the effective running of the service area through attendance at meetings and training events as required. • Other duties which are broadly consistent with the job description and level of the post. Demonstrate and promote excellent standards of customer care in the context of Nottingham City Homes' Mission, Vision and Values, to uphold the <u>Equality and diversity policy</u> and to participate in training activities necessary to your post.
	<ul style="list-style-type: none"> • Adherence to Standing Orders and Financial Regulations and Health and Safety standards. • Responsible and accountable for promoting and encouraging tenants and leaseholders to be involved as respected partners in influencing, developing and improving services in their local area through the menu of involvement for tenant involvement.

Created:...January 2017.....

Signed and agreed by the post holder..... date.....

PERSON SPECIFICATION – General Trades Craft Operative – Wet Room Floor Fitter

Requirements	Essential – E /Desirable - D
Experience and knowledge	
<ul style="list-style-type: none"> • Experience of working in a repair maintenance and contract environment • Experience of and ability to use the necessary portable power tools safely. • Experience of assessing/ inspecting Altro / wet room flooring work appropriate to the principal trade qualification of the individual but also must be able to demonstrate knowledge of other general building repairs associated with social housing sufficient to refer work for other trades. • Experience of working from ladders and heights of up to 12 metres • Experience of multi-skilling • Experience of working with the general public • Knowledge of customer care and service delivery procedures. • Knowledge and experience of working within the limits of all Health and Safety legislation relevant to the building industry. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Skills & Abilities	
<ul style="list-style-type: none"> • Ability to work as part of a team. • Able to communicate effectively with a diverse range of people • To use own initiative to ensure a quality service delivery. • To hold a full current UK driving license • Ability of and experience of completing a range of work related documentation such as order forms and time sheets. • Must demonstrate an awareness and understanding of equality issues and a commitment to the implementation of Nottingham City Homes' Equality and Diversity Policy • Ability to challenge discriminatory attitudes, statements and behavior 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Qualifications	
<ul style="list-style-type: none"> • To be apprentice trained and hold a suitable qualification such as City & Guilds Advance Craft or NVQ3 or proven track record. 	<p>E</p>

Behaviours	
<ul style="list-style-type: none"> • Willing to work overtime in order to complete work as required 	E
<ul style="list-style-type: none"> • Willing to work flexibly to ensure customer requirements are a priority 	E
<ul style="list-style-type: none"> • Self-motivation 	E
<ul style="list-style-type: none"> • Working effectively at both a strategic and an operational level 	E
<ul style="list-style-type: none"> • Effective communication 	E
<ul style="list-style-type: none"> • Well organised and a methodical approach to completing tasks 	E
<ul style="list-style-type: none"> • Ability to prioritise 	E
<ul style="list-style-type: none"> • Analytical skills and ability to identify trends in data 	E
<ul style="list-style-type: none"> • Customer focused on reaching resolutions to issues 	E

Author.....**Date**.....