

Job Description and Person Specification

Job Title	Multi Skilled Operative
Job Grade	This post is graded at G7
Reports to	Repairs Service Manager
Direct Reports	1 Apprentice for a minimum of 8 weeks per year
Other Resources	Company Vehicle Company mobile phone PDA Imprest stock Various plant and tools
Role Purpose	The post holder will be responsible to a Repairs Service Manager or Voids Delivery Manager and will be responsible for carrying out a wide range of maintenance & construction duties across all general trades. Multi Skilled Operatives will be work primarily in the Aids & Adaptations team, Void team & Contract Delivery parts of the business. Multi Skilled Operatives will be required to work on the City of Nottingham Housing stock and other Council owned properties or any other areas of business identified by the company.
Key Accountabilities	<ul style="list-style-type: none"> • To carry out all aspects of general trade maintenance and construction including New Build, repair work, refurbishment, Aids & Adaptation major installations, large void property works & all works in the contract delivery team. Multi Skilled Operatives will be required to have all general trade skills, unrestricted by quantity & quality and must be able to use their general trade skills in the areas of work defined by the company. <p>General trade work is defined as follows:</p> <ol style="list-style-type: none"> 1. Joinery 2. Plumbing 3. Plastering 4. Bricklaying 5. Painting & Decorating <ul style="list-style-type: none"> • To collect orders and instructions, complete documentation such as works orders, log sheets and timesheets including PDA/electronic and return completed documentation to Team Leader on a daily basis. • To be responsible and accountable for the ordering, collection and efficient use of materials. • To attend emergency repairs including entering properties for the emergency services, to repair or make safe any damage as required. To record and/or report/arrange any further work as needed. • To report any defects/damage of tools, plant, materials,

	<p>property or vehicles to the Team Leader. Where replacements/additional tools, plant or materials have been sourced, advise Team Leader of this and note on register. Ensure all paperwork is compliant and returned to Line Manager.</p> <ul style="list-style-type: none"> • To 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. Responsible for own and others Health and Safety and safeguarding of assets and property. • To use, maintain and keep clean any allocated vehicle in line with procedures. To report and damage or defects using a log sheet. • Responsible for a company vehicle, to drive in compliance with Highway Code, relevant legislation and the company driver's handbook. To ensure the vehicle is parked safely and legally and with consideration for tenants and other members of the public. This responsibility is both inside and outside of working hours, as the vehicles may be parked outside the colleague's home overnight and at weekends. • To be prepared to be fully trained on and use any appropriate equipment identified to improve the efficiency and effectiveness of the department. • Subject to being fully trained, to carry out occasional specialised work such as removal and arrange safe disposal of non-licensable asbestos based textured coatings, in accordance with procedures and safe working practices. • To responsible for Apprentices, work experience students and any other trainees as required. • Multi Skilled operatives are required to complete all works without support from other specialist general trade operatives. • Multi Skilled operatives will not be required to work on electrical & gas installations of any type.
<p>Generic Responsibilities</p>	<ul style="list-style-type: none"> • 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. • Contribute to the effective running of the service area through attendance at meetings and training events as required. • Demonstrate and promote excellent standards of customer care in the context of Nottingham City Homes' Mission, Vision and

	<p>Values, to uphold the Equality and diversity policy and to participate in training activities necessary to your post.</p> <ul style="list-style-type: none">• Adherence to Standing Orders and Financial Regulations and Health and Safety standards.• Promote and encourage tenants and leaseholders to be involved as respected partners in influencing, developing and improving services in their local area, in line with the corporate plan to 'create homes where people want to live'.• Other duties which are broadly consistent with the job description and level of the post.
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Signed and agreed by the post holder..... date.....

PERSON SPECIFICATION – Multi skilled Operative

Requirements	Essential – E /Desirable - D
Experience and knowledge	
<ul style="list-style-type: none"> • Experience of working in a repairs, maintenance and contract environment • Experience of and ability to use the necessary portable power tools and plant safely. • Experience of assessing / inspecting general maintenance, refurbishment & construction work. • Experience of working with the general public. • Experience of working from ladders and heights of up to 12 metres. • Knowledge of customer care and service delivery procedures. • Ability of and experience of completing a range of work related documentation such as order forms and time sheets. • 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 E E</p> <p>E E</p> <p>E 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. • 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 behaviour • Willing to work overtime in order to complete work as required. 	<p>E</p> <p>E E E 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 in a general trade occupation. • Have a current CSCS Health and Safety card • To hold a full current driving licence • Be willing to undertake a DBS check 	<p>E</p> <p>E E E</p>
Behaviours	
<ul style="list-style-type: none"> • A willingness to work in a flexible manner to cover emergency breakdown and ensure work targets are met. • Self-motivation • Working effectively at an operational level • Effective communication • Well organised and a methodical approach to completing tasks • Ability to prioritise • Customer focused on reaching resolutions to issues 	<p>E</p> <p>E E E E E E</p>

Author.....

Date.....