**Job description**

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| **Post number:** | P00908 |
| **Service Unit:** | Neighbourhood & Housing Management Services |
| **Job title:** | Multi-Skilled Operative  |
| **Band:** | 4 |
| **Responsible to:** | Operations Manager |
| **Responsible for:** | N/A |
| **Date last reviewed:** | August 2024 |
|  **Job purpose** To play a key team role in the provision of a professional repairs service to both Housing repair team and their customers as laid down in Tradesmen’s procedures and in line with technical services repairs teams plans for service provision. |
| **Main duties**  1. To carry out the required repairs to housing stock as instructed by maintenance repairs officer or team leader to the required standard in a safe working , professional manner, must be able to carry out the implementation of a full “Multi Trade” Role within their team.
2. Collect the necessary materials from the Stores or a merchant, to enable the work to be carried out on a single visit. Ensure the agreed level of van stock is carried at all times and stored so that no damage occurs.
3. Ensure all work is carried out safely, in a workmanlike manner. You are required to follow the requirements and obligations of the Health and Safety at Work Act and the specific Health and Safety Policy and Guidelines produced by the Council.
4. At all times deal with customers in a polite and professional way as befits Housing repair teams role as a service provider.
5. Maintain a high level of cleanliness at all times by the use of dust sheets and/or boot covers.
6. Complete paperwork after each job promptly and accurately, setting out clearly and fully, the work carried out and materials used this, including any goods purchased by external order on a daily basis.
7. Maximise tenant satisfaction by completing Job tickets wherever possible on the first visit without the need for “Follow Up” Tickets to be being raised.
8. Where agreed, raise “Follow Up” work giving a full description of the work and materials required to complete the work.
9. Ensure that the van stocks are maintained at the correct levels and in good condition at all times, and the vehicle is maintained to a high level of cleanliness to promote the high standard of Housing repair teams service standard.
10. You will be required to carry all work with a high level of customer care, being aware that when working in an occupied property, that it is the customer’s home and treat it accordingly.
11. During the course of your employment, you will be required to maintain a record of all training and development undertaken.
12. Working hours are to be approached in a flexible way so as to allow Housing repairs team to deliver a high level of customer service provision, which may include participation in the out of hour’s standby rota.
13. Actively participate in Housing repair teams’ goal to show continued improvement in all aspects of its service.
14. Carry out any other duties that may be required in the future by Housing repairs team to reflect changing working practices.

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| This job description reflects the core activities of the post. As the service and the post-holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. We expect that the post-holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary. The line manager will consult the post-holder if significant changes to the job description become necessary. Any changes will be reflected in a revised job description. |

**Person specification**

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| This section describes the knowledge, experience and competence required by the post-holder that is necessary for an acceptable standard of performance in carrying out this role. |
|  | **Assessment method(A, I, T or P)\*** | **Essential/desirable** |
| Qualifications |  |  |
| GCSE Maths and English Language or equivalent.  | A | Essential |
| Craft level City & Guilds or equivalent NVQ, level 2 or 3 in carpentry plumbing  | A | Desirable |
| Advance craft City & Guilds or equivalent NVQ in carpentry , plumbing  | A | Desirable |
| Knowledge and experience |  |  |
| Experience of building maintenance, if not in possession of formal qualifications, in carpentry plumbing and general maintenance. | A/I | Essential |
| Sufficiently broad and relevant experience of plumbing, carpentry or wet trade repair work to be able to carry out maintenance and repair work without supervision and to follow written procedures. | A/I | Essential |
| Experience of and ability to work in a customer facing role. | A/I | Essential |
| A working knowledge of relevant COSHH and HSE legislation | A/I | Essential |
| Experience of carrying out upvc repairs. | A/I | Desirable |
| Experience of producing items of joinery. | A/I | Desirable |
| Experience of installing fully fitted kitchens and carrying out complete bathroom upgrades.  | A/I | Desirable |
| Skills |  |  |
| Good team working skills, within a small team environment. | A/I | Essential |
| Ability to work quickly and safely. | I | Essential |
| Strong organisational skills with the ability to work to tight targets. | I | Essential |
| Good verbal communication skills with the ability to communicate with all levels of staff and the public. | A/I | Essential |
| Special requirements (e.g. working hours, driving licence etc) |  |  |
| Be in a position to take part in standby rota living within 20 miles of technical services repair teams base located in Guildford Surrey. | A/I | Essential |
| Hold a license valid to drive in the UK in order to carry out works offsite. | A | Essential |
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| **Behavioural competencies** This section details the level of competency required to carry out this role (please see below for an overview of the framework and refer to the full [Organisational Culture Framework](http://loop.guildford.gov.uk/BPBC/Culture/Shared%20Documents/Forms/AllItems.aspx) for clarification where needed). | **Level** |
| Embraces change | 1 |
| Innovation and creative thinking | 1 |
| Effective communication | 1 |
| Customer focus | 2 |
| Problem solving and decision making | 1 |
| Focus on efficiency | 1 |
| Performance and learning | 1 |
| Team working | 2 |
| Builds relationships | 1 |
| Commitment to the organisation | 1 |
| Please note that the criteria specified on this form will be used as guidance when short-listing all applications and again at interview. Please ensure you provide evidence within your application giving examples, where appropriate, as to how you meet the specified requirement for the job.\*Assessment criteria A = Application form; I = Interview; T = Skills based test; P = Presentation |

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| **Mission** | **A forward looking, efficiently run Council, working in partnership with others and providing first class services that give the community value for money** |
| **Cluster** | **Transformation**Forward looking. The focus on our ability to respond to ever changing needs of our customers and bring about new ideas to ensure value for money. | **Delivering excellence**Efficiently run. The focus on the values and behaviours (in addition to internal systems) that ensures efficiency and effectiveness at every level across the Council. | **Our people**To ensure that individuals at all levels of the organisation are supported, committed and engaged in the pursuit of our mission and work in a collaborative manner to fulfil our objectives. |
| **Values** | **Challenge ourselves** We strive to improve what we do by seeking out new ways of working, encouraging innovation and enabling change. | **Customer care** We put the customer at the heart of what we do by engaging in clear, honest, and meaningful communications to deliver professional services shaped around their needs. | **Quality focus**With customer insight, we provide high-quality services and find ways to improve. We aim to get things right first time, drive out waste and exceed expectations whenever possible. | **Organisational learning**We strive to create a work environment where everyone is valued, trusted, and supported. We encourage and facilitate growth and learning at individual, team, and organisational levels. | **One Council**We work together collaboratively, recognising that we are one organisation, working to achieve a common mission. |
| **Behavioural competencies** | **Embraces change**Has a positive attitude to change, adapts to meet new challenges, and introduces changes to improve organisational performance. | **Innovation and creative thinking**Proactively generates and develops innovative ideas, opportunities or improvements in order to meet organisational objectives more efficiently and effectively. | **Customer focus**Puts the customer first, builds effective relationships and seeks feedback to address their needs. | **Problem solving and decision making**Understands and analyses issues in order to identify the most appropriate solutions. Makes effective decisions based on thorough analysis and the needs of the organisation. | **Performance and learning**Demonstrates personal commitment to meet agreed performance standards and objectives. Learns from experience and takes responsibility for identifying and addressing personal development needs. | **Team working**Proactively cooperates and interacts with colleagues, internal and external partners across the Council. Encourages others to develop a collaborative approach to share information, knowledge, and ideas.  |
| **Effective communication**Communicates effectively. Uses communication methods and standards, together with well-reasoned arguments to convince and persuade where necessary. | **Focus on efficiency**Meets or exceeds the Council’s standards by monitoring the quality of own work, team or service delivery. Continually looks for areas of improvement to ensure efficiency, effectiveness, and value for money. | **Builds relationships**Presents a professional image; uses interpersonal skills to form positive and productive working relationships within and beyond the organisation. | **Commitment to the organisation**Consistently supports and demonstrates an understanding of and commitment to the Council’s vision and values. Acts with integrity and accountability.  |