



Job description

Multi skilled operative

A Basic details

Location: Field based (Avro Way)
Reporting to: Supervisor
Responsible for: N/A

B Job summary

The purpose of this role is to carry out day to day repairs and maintenance to our clients housing stock. There will also be a necessity to be available for the out of hours cover on a rota system.

C Specific tasks and responsibilities

1. General

- Follow agreed targets and objectives set out in the role
- Ensure maximum productivity ensuring work has been carried out effectively and efficiently
- Develop and maintain good levels of communication with all contract team members and operatives
- Develop good working relationships with internal and external staff
- Follow policies, standards and initiatives
- Learn from your experiences
- Ensure strict compliance with company and legislative requirements
- Ensure use of PDA to improve performance
- To ensure the satisfaction of the customer by having a right first-time approach to all jobs
- Carry out work as per the Risk Assessments and Method Statements
- Assist the Line Manager/Supervisors to ensure the working environment is compliant with all Health & Safety matters
- Communicate with the supervisors, Planners, Customer Liaison Officer, administrators and other office members to ensure smooth day to day operation
- Co-ordinate with other operatives and sub-contractors on site and work with a team player approach
- Follow work instructions efficiently and carry out works required as detailed in the instruction
- Take a solution-based approach
- Be available for the out of hours rota
- Let everyone see from your actions what you mean by excellent service



2. Delivering quality

- On site self-assessments of work completed on a daily basis to deliver a high-end product
- Deliver technical support when instructed or when required
- Ensure works are completed in accordance with relevant, current legislation and regulations
- An ability to work alone and within set timescales and deadlines
- Able to communicate effectively with occupants of properties
- Take into consideration the needs and requirement of occupants
- Work, develop and monitor apprentices within the team, provide feedback to line management on performance

D Budgetary control

None.

E Flexibility

The post holder may be expected to work a variety of portfolios of work and may be allocated to any of the service portfolios within Selwood Housing for short periods or on a permanent basis.

No job description can cover every issue which may arise within the post at various times, and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.

F Health and safety

All employees have a statutory duty to look after their own safety and to give due consideration for the safety of others. Employees also have specific responsibilities as set out in the company health and safety policy.

G Equality & diversity

All employees must comply with the company equality and diversity policy, ensuring that at all times behaviour is fair and non-discriminatory.

H Person Specification

Please continue to scroll down to view the person specification.



Person specification

	Essential	Desirable	How evidenced/tested?
Qualifications	<p>Minimum requirement for the skills below and you should be qualified and or competent within at least three of the following:</p> <p>Carpentry Plumbing Plastering Tiling Kitchen & Bathroom Fitting Flooring Roofing Painting & Decorating Block and Brickwork</p>		
Experience	Experience of working in social housing or domestic properties		
	Experience working in occupied homes		
Skills	Knowledge of this role's industry best practice to an intermediate/advanced level and experienced in how to use this knowledge to ensure high standards and safe practices		
	Knowledge of Health & Safety and safe practices		
Attitude	Approachable and self-motivated, capable of motivating others through effective working relationships		
	Sees challenges not problems		
	Responsive in the event of unexpected incidents		
	Collaborative team player who recognises the value of good working relationships with others		
	Believes and delivers a customer first approach		
	A good communicator with a wide variety of people		
	Listens and acts on feedback		
	Promotes a positive image of the company		



	Essential	Desirable	How evidenced/tested?
Other requirements	Basic DBS check		
	Hold a full and valid driving licence		