

## ROLE PROFILE

<b>Job Title: Multi-Skilled Operative</b>	<b>Role Reports to: Area Supervisor</b>
<p><b>Job Purpose:</b></p> <p>To provide a comprehensive multi-skilled service on maintenance, major and minor construction work. To ensure that all work undertaken is completed with due regard for quality, productivity and safety.</p>	<p><b>Key Competencies:</b></p> <ul style="list-style-type: none"> <li>• Flexibility &amp; resilience</li> <li>• Meeting customer needs</li> <li>• Interpersonal understanding</li> <li>• Results focus</li> <li>• Future focus</li> <li>• Problem solving and decision making</li> <li>• Building relationships</li> <li>• Personal Learning and Growth</li> </ul>
<p><b>Key Responsibilities:</b></p> <ol style="list-style-type: none"> <li>1. Undertake all aspects of multi-skilled general maintenance works as directed by your line manager, supervisor or scheduler to agreed quality standards and timescales.</li> <li>2. Work includes a combination of maintenance works including, carpentry, fitting poly safe floors, plumbing works, plastering, groundworks, painting, tiling etc.</li> <li>3. Carry out all types of repairs; maintenance and refurbishment work in a multi-skilled environment allied to a number of key trade disciplines.</li> <li>4. To adhere to all safe systems of work at all times and fully comply with all Group policies and procedures in respect of Health and Safety. Carry out fully the post holder's responsibilities in respect of all Health and Safety legislation.</li> <li>5. Comply with all group policy and procedures.</li> </ol>	

6. To report back to Supervisors with regard to problematic or contentious issues.
7. To carry out any and all defects works within their capabilities.
8. Ensure all IT devices and paperwork are completed and updated in line with instructions, procedures, including the completion of collection orders and retention of delivery notes for Supervisors.
9. Comply fully with all agreed working practices and processes for completing tasks and ensure that all job related information is provided in accordance with required timescales and standards.
10. Carry out any other reasonable duties which may be identified by your manager.

	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge</b>	<ol style="list-style-type: none"> <li>1. Basic health and safety knowledge in a repairs environment</li> </ol>	<ol style="list-style-type: none"> <li>1. Knowledge of housing or repairs and maintenance</li> </ol>
<b>Skills</b>	<ol style="list-style-type: none"> <li>1. Ability to organise your tasks in an efficient and effective manner liaising with customers, colleagues, other trades and sub-contractors / suppliers as necessary to complete the tasks profitably and to a high standard.</li> <li>2. Ability to read drawings and abstract information from specifications, schedules and manufacturer's</li> </ol>	

	<p>information.</p> <ol style="list-style-type: none"> <li>3. Ability to demonstrate reliability and initiative</li> <li>4. Ability to work as part of a team and on your own.</li> <li>5. Ability to communicate effectively with others.</li> <li>6. Ability to demonstrate commercial acumen when making decisions.</li> <li>7. Excellent Customer Care skills and ability to promote the good practice of the group.</li> </ol>	
<b>Experience</b>	<ol style="list-style-type: none"> <li>1. Experience of completing repairs and maintenance works</li> <li>2. Experience of delivering services in a customer care environment</li> <li>3. Experience of working in a fast moving operations environment</li> <li>4. Full clean UK Driving License</li> </ol>	<ol style="list-style-type: none"> <li>1. Experience of receiving work via a job management system</li> </ol>
<b>Qualifications/Education</b>	<ol style="list-style-type: none"> <li>1. Hold appropriate trade qualifications (NVQ/City and Guilds or equivalent).</li> </ol>	<ol style="list-style-type: none"> <li>1. A health and safety qualification/CSCS card</li> </ol>

<b>People Management Responsibility?</b>	This role has no line management responsibility
<b>Budgetary Responsibility?</b>	This post has no budgetary responsibility
<b>Key Relationships (internal/external)</b>	Must be able to communicate with customers and colleagues effectively and in accordance with Company or Client Policies, Procedures and code of conducts.

It is expected that the post holder will be proficient in carrying out the work of other building trade roles in addition to their 'core' trade (multi-skilled).  
 Post holder will be required to travel as required to fulfil this role.  
 Post holder may be required to participate in the 'on call' rota covering emergency out of hour's repairs.

**Safeguarding of Children Young people and Vulnerable Adults**

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

<b>Key Role Performance Indicators</b>
<ol style="list-style-type: none"> <li>1. Average number of jobs per day.</li> <li>2. Percentage of follow-on jobs.</li> </ol>

- 3. Percentage of no access.
- 4. Customer complaints.
- 5. Customer satisfaction.
- 6. Percentage recalls.

<b>Date Role Profile Created/Updated:</b>			
<b>Signed By</b>	<b>Print Name</b>	<b>Job Title</b>	<b>Date</b>
	<b>HR Director Signature</b>	<b>Print Name</b>	<b>Date</b>