

Role Profile and Specification - Multi-Skilled Operative (General Building)

Service Area	Housing
Role Title	Multi-Skilled Operative (General Building)
Location	Field based, operating from Warren Lane Depot – Covering Tandridge District
Reports to	Building Maintenance Supervisor
Salary/Grade	M1
Duration/Hours	Permanent – 37 hrs per week

Service Area Purpose

The Building Maintenance team is responsible for operating a customer focused, responsive repairs service for the Council's housing stock and other Council property. The range of service delivery includes reactive and planned repairs for Council owned homes, commercial and public buildings.

Job Purpose

This is a multi-skilled role (carpentry, plumbing, decorating, plastering and brickwork) that completes a range of jobs varying from emergency make-safe repairs, to decoration, through to full property refurbishment. This role will assess/estimate cost of works to be undertaken and order materials from drawings/works orders. Out of hours attendance for emergency repairs (mostly within occupied homes) is also required on a rota basis, which attracts additional paid allowances. This is a field-based role reporting to a Building Maintenance Supervisor. A van and tools are provided for business use.

Key Objectives

- To have regard at all times to the Council's Customer Service Charter.
- To ensure that data quality objectives are met.
- To ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons and to comply with policies and procedures relating to Health and Safety within the Council.
- To be aware of the Council's Policy on Risk Management and to notify the departmental risk co-ordinator of any new, emerging or potential risks.
- To comply with the policies and processes of Tandridge District Council
- To carry out any other duties which fall within the broad spirit, scope, levels and purpose of this job description.

Specific Responsibilities

As a **Multi Skilled Operative** you will

- Undertake routine responsive repairs in Council owned homes, commercial/public buildings.
- Carry out pre-inspections of properties as required to clarify scope of works and liaise with Supervisors regarding findings.
- Plan, co-ordinate and undertake larger one-off projects.
- Complete daily work orders, request variations to work orders or follow-on work.
- Complete and update daily documentation relating to ongoing and completed work.
- Record materials used for each job and keep sufficient van stock to ensure no delays in work completion are due to stock unavailability.
- Work effectively and safely as part of a team as well as independently.
- Ensure timescales for completing work are achieved.
- Ensure quality standards set are met.
- Support any Building Maintenance apprenticeship scheme offered in the Council by facilitating supervised training and mentoring as required.
- Engage with Supervisors, Building Maintenance team and Council colleagues to identify opportunities for operational improvements, and report any obstacles experienced in achieving your role.
- Participate in the out of hours service, for which additional payments will be made.
- Act as an ambassador for the Council, ensuring a professional customer focused service is provided at all times.

Person specification

Qualifications / Education

Essential	Desirable
<ul style="list-style-type: none"> • Current full manual driving licence. • City and Guilds or Trade Qualification (NVQ Level 3). OR • Experience within a relevant social housing repairs delivery environment. 	<ul style="list-style-type: none"> • CSCS qualification/card. • Site Supervisors Safety Training Scheme. • Site Management Safety Training Scheme.

Experience

Essential	Desirable
<ul style="list-style-type: none"> • Strong proven experience of general building including at least 3 of the following trades - plastering, carpentry, plumbing, decorating, bricklaying. 	<ul style="list-style-type: none"> • Supervising/chargehand experience. • Experience of working within a Social Housing setting.

<ul style="list-style-type: none"> • Experience of supervising and mentoring apprentices and semi-skilled trades as and when required. 	
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Key Skills and Knowledge

Essential	Desirable
<ul style="list-style-type: none"> • Knowledge of health and safety considerations and practices relevant to this role. • Experienced tradesperson capable of assessing/estimating costs of works to be undertaken and ordering materials from drawings/works orders. • Excellent Customer Service Skills. • Understanding of the broad requirements of the data protection principles. • A commitment to equality and diversity. 	<ul style="list-style-type: none"> • Good geographic and community knowledge and experience of the Tandridge District area.