

JOB DESCRIPTION

Job Title:	Multi-trade Operative	Reporting to:	Contract Supervisor
Department:	Assets - DLO	Office	Penn Court
Risk Assessment:	R4: Technical Mobile Worker	DBS:	YES


1. Main Purpose of Job

To carry out quality and efficient building repairs to both un-occupied and occupied properties and working safely and respecting customers at all times.

Any flexible working arrangements in the role will be subject to agreement with the Head of Direct Labour Services and will need to be of benefit to PA and the individual

2. Key Tasks and Responsibilities

- Comply with the Health & Safety Policy, ensuring own and others health and safety.
- To be responsible for carrying out high quality repairs to the housing stock in accordance with customers requirements working on both occupied and empty homes as the need arises.
- Ensure correct and appropriate use of Company property (e.g. Mobile Tech, Vehicle etc.)
- To provide the highest level of customer care complying with PA Housing Group Policies
- To liaise as necessary with other sections/trades to ensure implementation and completion of repairs and maintenance works.
- To be responsible for undertaking any multi-skilled tasks as appropriate to the post holders main trade area as allocated by management
- To be aware of, and follow, the relevant Health & Safety policies, Risk Assessments and Safe Working practices.
- To use any tools, machinery, equipment or hazardous substances in accordance with information and instruction provided.
- To take note of any health and safety training and follow any reasonable instructions provided by suitably authorised personnel, including, but not limited to
 - Asbestos
 - Fire Safety
 - Working at Height
 - Electrical safety
 - Work-related driving
 - Personal Protective Equipment (PPE)
 - Hazardous Substances
 - Machinery & Tools
 - Manual Handling
 - Lone Working
 - Noise & Vibration
 - Housekeeping
- To report any health and safety concerns or danger to line management as soon as practicable
- To carry out daily safety checks to any vehicle under his/ her control ensuring the vehicle is safe to drive including checking oil, wipers & washers, tyre wear & pressures, mirrors and to report any defects or issues to supervision for attention.
- To complete all necessary documentation, both electronic and or hard copy as directed.

Authors:	Lee Boyle	Approved by:	HR	 Paragon Asra PA Housing
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- To ensure materials are available as for jobs together with the replenishment of van stocks on a weekly basis, to record any materials used and to be responsible and accountable for the van stocks used including the safe storage and prevention of theft.
- To attend meetings as required and to inform housing management team members of any housing management issues or concerns
- To participate in an out of hours standby rota.
- To participate in Saturday and late evening appointments if required.
- The above list of job duties is not exclusive or exhaustive and the post-holder will be required to undertake such tasks as may reasonably be expected within the scope of the post.

3. Performance Measures

- To act efficiently, maximising use of time and materials to produce value for money without compromising customer service, safety or quality.
- To demonstrate cost effectiveness against outputs
- Subject to regular weekly performance measure of total cost (wages, transport & material use) against outputs (SOR's' completed, hours productively worked, jobs done, first time fix achieved)
- Subject to supervision & surveying quality checks against trade/ compliance standards
- Subject to Customer Satisfaction checks carried out by PA Housing

4. Relationships & Contacts

Internal:- PA Housing Group colleagues, Customers

External:- Customers, Suppliers, Contractors

PERSON SPECIFICATION

Job Title: Multi-trade Operative

<i>The criteria below will be used for shortlisting</i>		Please cross (x) the appropriate box	
		Essential	Desirable
Attitude:			
1. Team player		X	
2. Puts customers first		X	
3. Passion for service excellence and continuous improvement		X	
4. Displays a 'can do' attitude with drive and enthusiasm		X	
5. Behaves in a manner that promotes our mission and core values		X	
6. Able to provide a great service whilst considering Value for Money		X	
Qualifications:			
1. NVQ 2 or equivalent in a Building Trade		X	
2. NVQ 3 or equivalent in a Building Trade			X
3. PASMA – Mobile Towers			X
4. Cat Scan (Permit to Dig)			X
5. Asbestos awareness training			X
6. Driving licence		X	
Skills:			
1. Communicates effectively		X	
2. Customer focused		X	
3. Prioritises and multi-tasks effectively to meet deadlines		X	
4. Ability to build and maintain effective relationships		X	
5. Ensures policies and procedures are adhered to		X	
6. Microsoft Office skills			X
7. Planning and organising		X	
8. Physically able to carry out competently the duties of an Operative		X	
9. Use of tablet / laptop			X
10. Current, full driving licence		X	
11. Able to work in residents homes		X	
12. Considers Value for Money when approaching and completing a task		X	
Knowledge:			
1. A strong knowledge of building repairs		X	
2. A sound understanding of Health & Safety		X	
3. Asbestos Awareness			X
4. Knowledge of housing management systems			X
Experience:			
1. Experience of carrying out multi trade building repairs		X	
2. Experience of carrying out 'Decent Homes' Kitchen & Bathroom works			X
3. Experience of managing own time		X	
4. Experience in a customer facing role		X	
5. Experience of using mobile technology			X
6. Working in void and tenanted properties			X

ACCEPTANCE

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by the Line Manager; the responsibility level of any other duties should not exceed those outlined above.

A copy of this Job Description should be signed and returned within 10 days signifying your acceptance. Please return to HR, PA Housing Group, 3 Bede Island Road, Leicester, LE2 7EA.

I hereby accept the job description.

Name: Block Capitals	
Signed:	
Date:	