



## JOB PROFILE

<b>POSITION</b>	Multi Skilled Operative (Roofer)	<b>SALARY</b>	£ 27,179 per annum
<b>LOCATION</b>	Westacott Road, Barnstaple	<b>REPORTING TO</b>	Response Charge Hand
<b>RESPONSIBLE FOR</b>	No line management responsibility		

<b>PURPOSE OF ROLE</b>	To be one of several Multi Skilled Operatives working either on the planned, voids and response team carrying out general maintenance to customer's homes, including responsive repairs, and minor works with a specialist skill set in the field of roofing
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## KEY RESPONSIBILITIES

1. To carry out a wide range of high quality repairs to domestic dwellings, utilising most craft trade skills, including diagnosing and rectifying faults, in accordance with the Company's repair obligations, to the customer's satisfaction as far as possible.
2. To accurately diagnose faults and carry out high quality repairs promptly and in accordance with NDH procedures
3. To be available for the 24-hour emergency call-out rota and in order to attend emergency calls and either complete a repair or take steps to temporarily make the building or building component safe and secure
4. To carry out a suitable point of work risk assessment, and CDM if required, prior to commencing works
5. To fill out accurately all works order forms and time sheets in use by Home2Home and ensure that all paperwork is promptly returned to the office in accordance with internal procedures
6. To accurately account for all materials used in carrying out works orders, and to maintain an adequate van stock to enable all normal minor repairs to be effected on one visit
7. To particularly note the target dates and appointment times on works orders and plan workload so that these targets are met
8. To carry out work and make decisions in a way that considers the most cost-effective means of overcoming repair issues
9. To be responsible for and take due care of a company van in accordance with the Company Vehicle policy, and to purchase fuel for it at the most cost-effective prices
10. To communicate clearly with customers or where applicable their

authorised representatives, and ensure that they are informed of why repair decisions have been made and what they can expect from North Devon Homes in relation to work on their homes

11. To liaise closely with the Works Schedulers concerning the operational aspects associated with the service.
12. To communicate with Customer Service Advisors, Surveyors and when appropriate with external bodies (e.g. cleaning contractors, specialist sub-contractors and the police, where appropriate)
13. To diagnose customer misuse or abuse of NDH property and to inform customers that the Company will not necessarily carry out repairs in such instances without charging the customer. In extreme cases to ensure that the relevant Neighbourhood Officer is informed of this
14. To monitor the condition of all Company owned property in the neighbourhood and inspect and report as appropriate any issues that may affect the customer's and Company's interests
15. To gain detailed knowledge of all Home2Home policies and procedures and ensure that they are followed in all areas.
16. To actively promote Health & Safety at work and in and around The Company's properties ensuring that you are acting in accordance with any Health & Safety training you have received and take responsibility for reporting any health & safety failings to your line manager.
17. To be responsible for all risk management aspects of your work, including contributing to the identification and management of risk at both a team and organisational level.
18. To assist with the induction of new Home2Home staff who will work in your team
19. To mentor trade apprentices if requested and to assist with their assessment and ongoing development. This may include attending ad-hoc office based assessment sessions with college tutors and Company staff
20. To carry out any other duties as required by your line manager and up to the Chief Executive

## EMPLOYMENT OBLIGATIONS

### 1. General

To work in accordance with NDH's customer care, conservation and environmental policies and to promote NDH's good name and effective working relationships with outside organisations.

### 2. Health & Safety at Work

NDH's Health and Safety Policy and Procedures together with, where applicable, the Department's Policy Statement and all relevant Health & Safety at Work instructions are to be considered as part of this Job Description.

### 3. Compliance with NDH's Code of Conduct

All employees have an obligation to comply with NDH's Code of Conduct.

### 4. Data Protection Act 1998

All employees who are involved in the processing or handling of computer data have an obligation to comply with the terms of both the Data Protection Act 1998 and NDH's Confidentiality Policy.

## **5. Equal Opportunities**

To work in accordance with NDH Equality and Diversity Policy.

Employees shall not discriminate on the grounds of gender, race or ethnic origin, sexual orientation, marital status, creed, nationality, disability or age and shall seek to eliminate such discrimination by others to promote equal opportunities. Employees will be afforded equal opportunities in employment irrespective of disability, gender, race, religion, age, sexuality, marital status, parental status, caring responsibilities and hours of work.

## **6. Staff Forum**

NDH has an active Staff Forum and encourages union representation for appropriate matters of staff concern.

## **7. Pension Scheme**

NDH is a member of the Social Housing Pension Scheme (SHPS).

## **8. Relocation Package**

NDH offers a re-location package to the value of £8,000.

## **9. Any Other Duties**

These duties and responsibilities should be regarded as neither exclusive nor exhaustive as the post holder is required to undertake such duties as may reasonably be expected within the scope and grading of the post. Staff are expected to be professional, co-operative and flexible in line with the needs of the post, department and the needs of NDH.

## PERSON SPECIFICATION

Applications will be scored based on information provided within the application form, measured against criteria set out below.

<b>QUALITY</b>	
<b>Education &amp; Qualifications</b>	Level 3 City & Guilds qualification, or equivalent, in a trade is a desirable but not essential requirement of the job. Post holders must be able to offer clear evidence of their competence to carry out works in their specific trade
<b>Experience</b>	Proficiency in at least Roofing is essential, together with competencies in at least 2 of the following core activities: <ul style="list-style-type: none"> <li>• Carpentry</li> <li>• Masonry</li> <li>• General Wet Trades</li> <li>• Fencing and general external works</li> <li>• Asbestos</li> </ul>
<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Very well developed trade skills in the core activities as defined in the Experience section above</li> <li>• Knowledge of health &amp; safety including how to carry out a suitable risk assessment prior to starting works (or be willing to learn)</li> <li>• Ability to plan and manage own workload to achieve deadlines and targets</li> <li>• Good interpersonal and communication skills, including written record keeping</li> <li>• Ability to use mobile phone and tablet (or be willing to learn) Specialist skills</li> <li>• Ability to prioritise workload</li> <li>• Self motivated and innovative</li> <li>• Flexible and reliable</li> <li>• Ability to make decisions with minimal supervision</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Committed to customer service</li> <li>• Able to carry out works to a high standard ensuring customer's homes are respected and left clean, tidy and in a good condition</li> </ul>

<b>Working with Others</b>	<ul style="list-style-type: none"> <li>• Able to work well in a team environment and be supportive of others</li> <li>• Able to develop effective relationships and communicate with other departments and organisations</li> </ul>
<b>Personal Effectiveness and Results Orientation</b>	<ul style="list-style-type: none"> <li>• Organised and committed to delivery against targets</li> <li>• To work within the framework set by the NDH values.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Able to demonstrate good all round communication skills</li> </ul>
<b>Legal Compliance</b>	<ul style="list-style-type: none"> <li>• Understanding confidentiality in relation to the business and to internal and external customers</li> <li>• To actively promote Health &amp; Safety at work and in and around the Company's properties</li> </ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Committed to continuing professional development</li> <li>• To hold a full driving licence</li> <li>• The ability to climb scaffold, work with asbestos and work in confined spaces</li> <li>• The successful candidate will be required to complete a DBS and barred list check</li> </ul>