



## Job Description

<b>The Role:</b>	Multi Skilled Operative – Wet Trades
<b>Department:</b>	Home2Home
<b>Responsible to:</b>	Planned Charge Hand
<b>Salary:</b>	Up to £30,794.64 per annum depending on experience - plus benefits
<b>Purpose:</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

### Key Responsibilities:

- 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.
- To accurately diagnose faults and carry out high quality repairs promptly and in accordance with NDH procedures
- 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
- To carry out a suitable point of work risk assessment, and CDM if required, prior to commencing works
- 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
- 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
- To particularly note the target dates and appointment times on works orders and plan workload so that these targets are met
- To carry out work and make decisions in a way that considers the most cost-effective means of overcoming repair issues
- 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
- 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
- To liaise closely with the Works Schedulers concerning the operational aspects associated with the service.



- 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)
- 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
- 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
- To gain detailed knowledge of all Home2Home policies and procedures and ensure that they are followed in all areas.
- 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.
- 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.
- To assist with the induction of new Home2Home staff who will work in your team
- 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
- To carry out any other duties as required by your line manager and up to the Chief Executive



## Person Specification

### Essential Experience, Knowledge & Qualifications:

- 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
- A demonstrable trade background, together with the ability to carry out the following core activities to a good standard; drylining, masonry
- Knowledge of health & safety including how to carry out a suitable risk assessment prior to starting works (or willingness to learn).
- Ability to prioritise, plan and manage own workload; self motivated & innovative.
- Excellent communication skills; able to communicate with people at all levels.
- Good interpersonal skills; able to develop effective relationships and communicate with other departments and organisations.
- Able to keep clear and accurate records of works completed.
- Able to use mobile phone and tablet (or willingness to learn).
- Flexible and reliable.
- Ability to make decisions with minimal supervision.
- Committed to customer service.
- Able to carry out works to a high standard ensuring customer's homes are respected and left clean, tidy and in a good condition.
- Able to work well in a team environment and be supportive of others.
- Committed to increasing the equality of opportunity for all.
- Organised and committed to delivery against targets.
- Understand the importance of confidentiality in relation to the business and to internal and external customers.
- The ability to climb scaffold, work with asbestos and work in confined spaces
- To hold a full driving licence.

### Additional Requirements

- To work in accordance with NDH Policies & Procedures and comply with NDH's Staff Handbook.
- To undertake additional tasks such as reasonable within the scope and grade of the post.
- To uphold North Devon Homes' Company Values.
- To act professionally & with integrity at all times and lead by example.
- A commitment to continued professional development.
- To actively promote Health & Safety at work and in and around the Company's properties.