# **JOB DESCRIPTION**

**ROLE TITLE:**  **Multi Skilled Operative**

**PRIMARY BASE: Head Office/Various Sites**

**ACCOUNTABLE TO:**

**STAFF MANAGEMENT: N/A**

**PURPOSE OF ROLE:**

To provide a wide range of repairs, refurbishment and maintenance works to domestic properties, in a reliable, skilled, efficient and professional manner, whilst adhering to safe working practices, policies and procedures.

**PRINCIPLE RESPONSIBILITIES:**

**Core Duties**

* Undertake a range of proactive and reactive trade work to a high standard to ensure effective repairs, refurbishment and maintenance to domestic properties across WRPS sites
* Assist and support other trades on WRPS sites including undertaking labouring duties when required
* Ensure all work areas are left clean, tidy and clear of debris after operations have taken place

**Health & Safety**

* Undertake all work in accordance with the Health & Safety policy and safe working practices and procedures
* Ensure the proper handling, security, maintenance and road worthiness of company vehicle (if assigned to you), equipment and materials provided, reporting areas of concern to the relevant Manager
* Ensure PPE is always worn and is suitable for the task at hand
* Be aware of risks to personal safety, other staff, customers, company property and company reputation and to highlight such risks to management immediately

* To work at height safely selecting and using the correct access equipment
* Report all near misses and accidents to the relevant Manager and the H&S Dept

**Communication**

* Effectively communicate with colleagues, management, clients and customers face to face, by telephone and email

**Customer Service**

* Provide a high level of customer service at all times, behaving in a respectful, courteous and polite manner to all customers
* Ensure any issues concerning customer care are reported to the relevant management

**Teamwork**

* Establish and maintain effective working relationships with all stakeholders
* Ensure that all deadlines are met in a timely manner and colleagues/management are kept informed of progress

**Administration**

* Complete and upload weekly timesheets onto your breathe self-service account
* Ensure any paperwork in your possession is kept safe and secure, and if applicable, passed onto the relevant department/colleague

**Collective**

* Attend compulsory in-house training and off-the-job training as and when required
* Pursue personal development of skills and knowledge necessary for the effective performance of your role
* Identify any improvements to company policies, processes and procedures, making the recommendations known to Management via the suggestion platform on Breathe
* To comply with the company handbook policies and procedures
* Promote Equality and Diversity in the workplace, treating everyone with fairness, respect and inclusivity
* Effectively fulfil any other reasonable work-related requests made by Management

**NOTE:**

The details contained in this Job Description summarise the main expectations of the role at the date it was prepared. It should be understood that the nature of individual roles will evolve and change. Consequently, the company will expect to review and revise this Job Description from time to time and will consult with the post-holder at the appropriate time.

# **PERSON SPECIFICATION**

**POST: MULTI SKILLED OPERATIVE**

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|  | **Essential** | **Desirable** |
| **QUALIFICATIONS** | CSCS Card  Full UK Driving Licence  Good general level in Maths & English | Trade NVQ L2 or above/equivalent  E-Learning H&S Certificates |
| **EXPERIENCE** | Practical and proven working experience of at least 3 of these trades – roofing, joinery, brickwork, plastering, rendering, tiling, painting and decorating | Experience of working in a construction site environment |
| **SKILLS & ABILITIES** | The ability to follow verbal and written instructions  The ability to work at heights  Have good hand-eye co-ordination and attention to detail  Be able to effectively communicate with others  The ability to develop and maintain strong working relationships and act as a team player.  Be able to remain calm in stressful and pressurised situations  Be able to use and maintain tools/equipment  Be dependable and able to work on your own initiative | Be able to effectively influence, lead and mentor others throughout completion of multi trade works |
| **KNOWLEDGE** | Have a good understanding of H&S and associated issues  Have a broad knowledge of trade materials, tools and equipment |  |
| **OTHER** | Be able to work alone/remotely  Be able to work in all weather conditions  To be physically fit and in good health |  |