



JOB DESCRIPTION

Job Title:	Multi Skilled Operative
Reports To:	Local Delivery Manager / Local Delivery Team Leader
Team:	Local Delivery Team
Directorate(s):	Operations
Grade:	BRS B4
Job purpose:	<p>To work as part of the Local Delivery Directorate in ensuring that the Broadland Housing's properties are kept to the Association's standard.</p> <p>To minimise void properties and to ensure planned works, responsive and void repairs are carried out efficiently and effectively and to the customer's satisfaction.</p> <p>To contribute, when required, to the Planned Works programme to deliver a timely, efficient, and high-quality service to customers.</p> <p>To manage own workload on a day to day basis with regards to the responsive and void repair function.</p>

Overview:

<p>1. Key skills to do the job</p> <ul style="list-style-type: none"> • A good knowledge of the general building/construction industry and with relevant Trades qualifications • An understanding of property maintenance • An Understanding of the Social Housing sector • Good written, verbal and numeracy skills are desirable • To work on own initiative to ensure that responsive and void repairs are carried out efficiently and service complaints are minimised. • Basic IT skills – including familiarity with use of smart phones / tablets
<p>Required behaviours – Mandatory for all roles within Broadland</p>
<p>All staff and volunteers working for Broadland will always be expected to act in a manner that is consistent with our corporate values. The following sub-headings</p>

and example statements reflect these expectations, but you must refer to those agreed and used in all staff appraisal discussions and regard this more comprehensive list as the required standard.

Openness

You will admit to mistakes and learn from them.

Responsible

You will actively use your skills and knowledge to ensure high quality outcomes.

Collaborative

You will support Broadland's one team approach and challenge silo working when you are aware of it.

Fair

You will treat everyone you work with – tenants, colleagues and partners – with respect, politeness and courtesy.

Innovative

Embraces changes in ways of working when adopted by Broadland and supports colleagues who find change difficult

Reliable

You will demonstrate 100% commitment to our customers – internal and external – in order to achieve the best possible outcomes.

Trustworthy

You will demonstrate professionalism in all that you do and stick to our approved policies and procedures.

Environmentally Aware

You will help the Association reduce its carbon footprint by looking to help us reduce the damage of our activities on the planet.

2. Communication & Interpersonal Skills

- Good personal presentation and communication skills are necessary when delivering a service to our tenants
- Experience in supervising and working together with Contractors
- Customer focused to deliver high quality service, keeping customers up to date with work in progress and responding to queries clearly.

3. Delegated authority

- You will work within agreed budget authority limits as set out in the approved financial regulations (financial authority levels) as detailed by your line manager.
- All activities you undertake must be in support of delivering the corporate strategy and as such can be evidenced to help us achieve our aims.

- You may work within the confines of the agreed policies and procedures as detailed by the Association and your line manager, variation from this unless stated clearly within/from your manager must be approved by the appropriate person with authority to do so – as detailed in the approved Standing Orders.

Key activities of the role:

This list is deliberately not exhaustive, and you must expect to undertake other duties, as directed by your line manager, which are at an appropriate level to your grade and experience, as may be required from time to time.

- To work closely with the Local Delivery Manager, Local Delivery Team Leader & the Senior Operative (if applicable) in all aspects of the repairs and maintenance service as required.
- To refer complex technical queries to the relevant manager in the Technical Services team.
- Responsible for the effective and efficient delivery of repairs and maintenance works within void and responsive repair service.
- To support, when required with empty homes and planned works programme (including Aids and Adaptations).
- Completed allocated works which will fall within operative's trade / skill set but could range from carpentry, plumbing, groundworks, painting/decorating, external works, tiling, plastering etc
- Geographical areas of work will be defined by the Association.
- Ensure that the work is undertaken in a timely manner consistent with prescribed performance indicators advised.
- Deal with tenant enquiries and respond in a professional manner reporting anything back to the relevant manager.
- Be prepared, if requested, to act as a mentor to trainees within the organisation and encourage a learning environment.
- On a rota based system, be required to be part of the team carrying out emergency work out of hours in defined patch(es)
- Comply with the policies and practices of the Association, to deliver and act in accordance with the Dignity & Diversity Policy and to be responsible for undertaking working practices in a safe manner in accordance with the Association's Health and Safety Policy.
- To undertake any other duties as required from time to time, if these duties are of a greater level of responsibility or skill than those required in the post, then full training and appropriate supervision will be provided.

Common Features applicable to all roles within Broadland:

- Flexibility in out of hours working, as business needs dictate
- You must keep up to date with sector developments and particularly any applicable to your own role.
- You will undertake all corporate or job specific training required by the Association as part of your job. All training is considered mandatory.

- You will act in accordance with the mission and values of the Group strategy.
- There is a duty to ensure your own health and safety at work and that of your colleagues and to co-operate with the Group for it to fulfil its legal obligations.
- There is an expectation that you will promote Equality, Diversity and Inclusion.
- You are expected to comply with all Data Protection principles, particularly in relation to confidentiality of data you use, securely storing data, accessing of data on systems and deletion of data. Full details can be accessed via the Data Protection Policy.
- You will undertake any other duties, as directed by the line manager, which are at an appropriate level to your grade, as may be required from time to time.



PERSON SPECIFICATION

Job Title: Multi Skilled Operative

Essential Criteria

Qualifications

- Minimum of either full trade Apprenticeship or NVQ level two or appropriate trade experience within at least 2 different trades
- Valid Driving Licence

Experience

- Property Maintenance – ideally residential properties
- Working across trades, beyond main trades, to deliver a full service to customers.
- Evidence of working within a H&S aware environment
- Dealing with Customers directly
- Independent working to demonstrate problem solving.
- Basic / Good IT skills, particularly relating to using emails / Smart Phone.
- Basic / Good literacy skills to provide accurate notes on the system and to communicate digitally with colleagues.

Desirable Criteria

Qualifications

- Health and Safety Qualification

Experience

- Social Housing experience
- Coordination of Contractors