

JOB DESCRIPTION

Post Title: Multiskilled Maintenance Operative		Director/Service/Sector Housing Services		Office Use	
Grade: Band 5		Workplace: Anywhere in Northumberland County			JE ref: 4221
Responsible to: Team Leader		Date: August 2022	Manager Level: N/A		HRMS ref:
Job Purpose: To undertake various skilled repairs in council housing stock to a consistantly high level in accordance with determined specification ,timescale,appointment					
Resources		Staff	Mentoring and day to day supervision of apprentices , supporting their development and training including taking part in reviews with training bodies		
		Finance	None		
		Physical	Van's Tools Equipment Imprest Stock		
		Clients	Tenants ,Internal & External Stakeholders – Shared responsibility for general wellbeing and safety of yourself and those affected by your acrtions including members of the public		
Duties and key result areas:					
<p>1 Undertake maintenance repairs to a good standard both internal and external to Council owned dwellings The expectation being that the multiskilled experience you will have will allow you to succesfully undertake and complete the following works on a daily basis</p> <p>a) Joinery</p> <p>b) Plastering and Tiling</p> <p>c) Plumbing</p> <p>d) Cement Pointing</p> <p>e) Concreting</p> <p>f) Draininage</p> <p>g) Rainwater replacement and repairs</p> <p>h) Painting</p> <p>i) Vynil Flooring repairs and replacement</p> <p>j) Brickwork including pointing</p> <p>k) Fencing repairs and replacement</p> <p>L) Work at heights to assist roofers</p> <p>The Council recognises that the role will be undertaking reasonable levels of repairs in line with the experience and knowledge of the operative and training may be given in areas where the applicant can demonstrate good levels in most of the areas identified This can be discussed at interview The postholder will be expected to undertake periphial or incidental works to ensure the service is delivering a right first time service to its users</p>					
2. Responsible for the accurate accountability for NCC Vehicles,Plant,Tools,Equipment and Imprest van stocks					
3. Ability to use I.T. linked to the role including use of tablet for the receipt and completion of works allocated using the equipment provided to provide remote feedback to your managers					
4. Ability to work safely and willing to participate in any training required to allow safe working practicies including use of electronically recorded dynamic risk assesments held on the I.T. tablet provided					
5. To have a sound working knowledqe of elements of building construction including labour and materials requirements					

6. Able to work as part of a team or individually
7. Well organised to ensure optimum performance of yourself and others when delivering repairs for the councils stakeholders
8. Ability to drive and maintain the daily safety inspection of allocated vehicle under your control – including reporting defects as soon as they become apparent
9. Provide advice and guidance to the councils stakeholders in a friendly and professional manner
10. Willingness to train and mentor apprentices to assist the Councils succession planning for its workforce
11. Ability to undertake works in homes in a respectful manner paying attention to protecting the tenants fixtures and fitting in and around your area of work
12. To develop an excellent working relationship with all colleagues

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Daily travel to various locations in Northumberland
Working patterns:	37Hrs per week – some evening works for appointments – opportunity to join callout rota
Working conditions:	Working in and around tenants homes and council owned buildings as required

PERSON SPECIFICATION

Post Title: Multiskilled Maintenance Operative		Director/Service/Sector: Housing Services		Ref: 4221
Essential		Desirable		Assess by
Knowledge and Qualifications				
<p>Trade Qualification in building maintenance related works</p> <p>Substantial experience of working as a general maintenance operative for companies servicing repairs and maintenance in social housing</p> <p>Multi-skilled with a can do approach</p> <p>Hands on experience in undertaking several different elements of construction to a good standard</p> <p>Ability to work at height using the Councils safe working at height system for which training will be given</p> <p>Asbestos Aware</p> <p>Good working knowledge of general health and safety</p> <p>Ability to undertake training as required to enhance service delivery in a safe manner</p>		<p>Understanding and working background in social housing repairs and maintenance</p>		
Experience				
<p>Extensive experience of repairs and maintenance trades and work practice</p> <p>Experience of customer care</p> <p>Experience of working safely in occupied premises</p>		<p>Evidence of multi-skilling over several trades to a good standard in the construction industry</p> <p>Experience of working in occupied social housing sometimes in challenging situations</p>		
Skills and competencies				

<p>Attention to detail</p> <p>Good organisational skills</p> <p>Good Communication skills</p> <p>Problem solving skills</p> <p>Right first time attitude and approach to multiskilled working</p> <p>Demonstrates sound decision making skills</p> <p>Ability to work on own initiative or as part of a team</p> <p>Contributes to group training and discussion</p> <p>Ability to mentor and supervise trainees and apprentices including attending review meetings and contributing to writing progress reports if required</p>	<p>Willing to undertake training to support your development</p>	
Physical, mental and emotional demands		
<p>Working in a range of positions sometimes in tight enclosed spaces such as lofts</p> <p>Ability to work both internally and externally in challenging weather conditions</p> <p>Able to safely use power tools and equipment</p> <p>Able to confidently work at heights using safety systems of work</p> <p>Regular periods of concentrated mental attention and tight deadlines</p> <p>Regular contact with tenants and members of the general public in sometimes challenging situations</p> <p>Occasional exposure to disagreeable and unpleasant conditions</p> <p>Willing to undertake any training designed to add to your personal skill sets and the overall service in pursuit of constant service improvement</p>	<p>Physically able to meet the demands of a busy maintenance worker</p>	
Other		
<p>Maintain a full clean driving licence to deliver the service to a county wide customer base</p> <p>Ability to work unsupervised and in a team</p> <p>Able to work outside of normal working hours if required</p>	<p>Proof of driving licence will be required</p>	

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits