

**Northumberland County Council**  
**JOB DESCRIPTION**

<b>Post Title:</b> <b>Multi-Skilled Operative Apprentice</b>		<b>Directorate/Service:</b> Local Services – Housing	<b>Office Use</b>
<b>Band:</b> National Apprenticeship Pay Framework			JE ref: HRMS ref:
<b>Responsible to:</b> Team Leader		<b>Workplace:</b> Various	
<b>Job Purpose:</b> To assist colleagues with repairs to the Council's housing stock, public buildings and other premises to a high quality in accordance with any pre-determined specification, timescale or appointment. You will be expected to develop and apply the technical knowledge gained during training, to the job role. Key to your success will be the ability to develop relationships across all levels within the organisation, good time management & organisational skills as well as enthusiasm & commitment.			
<b>Resources</b>			
Staff	None		
Finance	None		
Physical	Shared responsibility for the careful use of vehicles and allocated tools and equipment.		
Clients	Tenants		
<b>Duties and key result areas:</b> Undertaken individually or as part of a team, these are examples of the nature and level of those expected to be undertaken by the post holder. <b>You will complete apprenticeship training to enable you to develop into the below responsibilities:</b> <div><div>1. Undergo apprenticeship training both on and off the job, as required to maintain a high competency level in the area of Property Maintenance.</div><div>2. Understand and demonstrate the importance of Health and Safety in the workplace</div><div>3. Comply with organisational safety, policies and procedures and identify hazards and reduce them</div><div>4. Consider safety compliance with a diverse sector of client groups</div><div>5. Understand and demonstrate the importance of working safely at height</div><div>6. Carry out repairs to the fabric of a building, for example repairs to walls, doors, doorframes, skirting boards or plaster damage to internal walls</div><div>7. Understand and maintain plumbing and drainage systems, for example repairs to WC systems, leaking taps or water testing and unblocking drains whilst maintaining high levels of water hygiene within a building</div><div>8. Understand and maintain electrical distribution, safe repair of electrical installation to legal requirements, for example replacing damaged sockets, plugs, lighting and fuses.</div><div>9. Understand and maintain plant, safety systems and equipment</div><div>10. Demonstrate and implement energy, environment and sustainable practices</div><div>11. Understand and maintain grounds and external fabrication of a building, such as drainage and guttering</div><div>12. Understand and demonstrate the safe use of hand tools, for example screwdrivers, power drills, pliers, paper strippers and a variety other tools used in plumbing and carpentry</div><div>13. Demonstrate and understand the importance of the control of resources and stock</div><div>14. Understand and demonstrate the principles of Planned Preventative Maintenance</div><div>15. Understand how to prepare for refurbishment or deep clean of equipment and surfaces</div><div>16. Carry out repairs and reactive maintenance</div><div>17. Understand the importance of customer service</div><div>18. Record and report information accurately either internally or externally</div></div>			
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.			
<b>Work Arrangements</b>			

Physical requirements:

Transport requirements:

Working patterns:

Working conditions:

Working in a range of positions, sometimes in tight spaces with the need to carry tools, equipment and materials.

Daily travel to various locations within the county

37 hours per week. Fixed hours. Evening and weekend work – standby rota.

Working in tenant's homes, empty houses and other public buildings as required.

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**PERSON SPECIFICATION**

<b>Post Title: Multi-Skilled Operative Apprentice</b>	<b>Director/Service:</b> Local Services - Housing	<b>Ref:</b>
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Qualifications and Knowledge</b>		
<ul style="list-style-type: none"> <li>A good general education demonstrating numeracy and literacy. An initial assessment may be carried out</li> </ul> <p>(For those with an education, health and care plan or a legacy statement, the apprenticeships English and maths minimum requirements are Entry Level 3, and the British Sign Language qualification is an alternative to English qualifications for apprentices for whom this is their primary language)</p>	<ul style="list-style-type: none"> <li>Grade 4 (C GCSE Maths &amp; English (or equivalent; Level 2 Functional Skills)</li> <li>AS/A Levels</li> </ul>	Application Interview
<b>Experience</b>		
<ul style="list-style-type: none"> <li>No previous experience required</li> </ul>	<ul style="list-style-type: none"> <li>Experience working in a similar role or working for a local authority</li> </ul>	Application Interview
<b>Skills and competencies</b>		
<ul style="list-style-type: none"> <li>Willingness to undertake other multi-skilling duties within construction requiring skills such as tiling, plaster repair and minor plumbing works.</li> <li>Good organisational, problem solving and planning skills</li> <li>Communication and interpersonal skills</li> <li>Ability to be flexible</li> </ul>	<ul style="list-style-type: none"> <li>Customer care skills</li> <li>Team working, or can demonstrate working in teams</li> </ul>	Application Interview
<b>Physical, mental and emotional demands</b>		
<ul style="list-style-type: none"> <li>Working in a range of positions, sometimes in tight spaces with the need to carry tools, equipment and materials.</li> <li>Regular periods of concentrated mental attention and tight deadlines</li> <li>Regular contact with tenants working in their homes may result in some emotional demands</li> <li>Some exposure to disagreeable and unpleasant conditions</li> </ul>		Application Interview
<b>Personal attributes</b>		
<ul style="list-style-type: none"> <li>Motivation</li> <li>Willingness to work</li> <li>Reliable, good time keeping</li> </ul>	<ul style="list-style-type: none"> <li>Ability to work as a team member</li> </ul>	Application Interview