

**Job title: Multi Trade Operative - Grounds**



**Line manager: Trade Supervisor**

**Grade (if applicable):**

**Direct reports: None**

## Role purpose:

To provide a general repairs and maintenance service to keep public and communal areas in good repair, with a focus on 'right first time', ensuring work is efficient, cost-effective and high quality.

To work with colleagues and residents to ensure our residents' needs are met and departmental/team objectives are achieved.

## Key results:

- Carry out general repairs including but not limited to – playground equipment, carpentry, painting, glazing, metal work, fencing, concrete bollards, paving and general external area maintenance.
- Ensure that all works are carried out safely and to a high standard.
- Assess each job for materials requirements including sourcing and ordering to ensure minimal wastage and best value.
- Assess residents needs to ensure safe and effective service delivery.
- Advise and support our residents in resolving their queries and issues, ensuring that their expectations are managed and proactive resolutions are identified.
- Report any additional issues or defects encountered during the course of the day to day work and ensure arrangements for follow on works, either directly or with our partnering contractor if outside of the scope of the service.
- Update and maintain systems/records with work schedules and other key information as required.
- Take part in audits and quality assurance checks.
- take a proactive role in the positive resolution of complaints.
- Liaise with relevant staff as required eg colleagues in the Warden and Neighbourhood Services Teams regarding matters of anti-social behaviour or safeguarding and vulnerability concerns.
- Work with line manager to agree personal targets, KPI goals and strategies to improve performance, identify own development needs and achieve learning plans.
- Follow relevant health and safety policies and procedures including the use of appropriate PPE.
- To attend and participate in regular 1:1 performance reviews and training.
- Conduct yourself professionally, in line with the company's values and policies (including keeping your vehicle clean and tidy, driving responsibly, wearing the appropriate uniform, communicating with customers and making sure the site is safe and left tidy).
- Manage and maintain appropriate stock within the van to minimise down time.
- To look after and maintain all plant, equipment and tools needed to provide the service, including an allocated company vehicle.
- Ensure any accidents, incidents or near misses are recorded in a timely manner and that relevant procedures are followed.
- Adhere to all relevant policies including health and safety, safeguarding, and equality and diversity.
- Maintain our corporate values and service standards.
- Provide guidance to apprentice(s) to ensure a balanced learning experience, both practical and technical, and support any training requirements.

## Success metrics:

- All works are completed within agreed targets (KPIs).

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- Customer satisfaction targets are met.
- Accidents/incidents/near misses are kept to a minimum and reported in line with requirements.
- Van stock is maintained appropriately.
- Consistently demonstrate high levels of customer service and professionalism whilst dealing with all residents and stakeholders.

## **About you:**

### **You will have:**

- Formal building/trade qualification and/or proven robust practical experience in the provision of high-quality multi-trade repairs.
- Experience within a social housing, repairs or maintenance environment.
- Experience of repairing playground equipment.
- Good understanding of health and safety requirements relevant to your role including lone working, manual handling, ladder safety, site safety, working at height, abrasive wheels and asbestos awareness.
- Experience of delivering excellent customer service.
- Good attention to detail.
- Good verbal and written communication skills with the ability to communicate with different audiences, including residents.
- Good time management skills with the ability to prioritise your own workload to deliver an efficient service.
- Basic understanding of schedule of rates.
- Full UK driving license.

### **You will be:**

- Able to maintain confidentiality.
- Able to work as part of a team and alone.
- Able to take ownership of issues/problems and see them through to completion.
- Able to manage conflicting demands and meet deadlines.
- Able to use handheld PDA device (training will be provided on the specific device).
- Able to work outside usual working hours occasionally.

Please note, you will be required to lift and carry heavy items, sometimes alone. This should always be done in line with manual handling guidelines.

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