



## Yorkshire Housing Role Profile

<b>Job title:</b>	Multiskilled Operative	<b>Leader of others:</b>	No
<b>Reports to:</b>	Building Services/Empty Homes/Damp and Mould Team Leader	<b>Contract type:</b>	Mobile
<b>Business Area</b>	Homes	<b>Budget holder?</b>	No

### Job purpose

As a multiskilled operative you will be responsible for the delivery of a high quality, efficient and effective repairs service on properties.

You will carry out all multi skilled (joinery, plumbing and building related) tasks within the scope of the role to include general property repairs, working on empty homes and planned maintenance projects, to ensure high standards of customer service and quality of work are delivered and maintained.

### Key responsibilities

- To represent Yorkshire Housing in a positive manner demonstrating excellent customer service standards and colleague behaviors at all times.
- Carry out and complete all assigned work to high standards of quality, when working in tenanted properties ensure belongings and property are protected, on completion of works ensure all work areas are tidy and free from debris.
- To actively support and liaise with the management team in regards to future policies and procedures to maximise productivity, continuously improve performance and ensure customer satisfaction levels remain high.
- Ensure all works and inspections are carried out efficiently and within contractual timescales to maximise the performance and profitability.
- Work safely within the terms of YHs safety manual, RAMs and the requirements of the Health and Safety at Work Act, adopt best practices in regards to health & safety always *Taking personal responsibility for own Health and Safety and awareness of protecting others*
- Use mobile technology to its maximum potential enabling real time accurate performance information
- By using your own initiative, resolve where practical any minor/routine technical difficulties on site, liaising with your Team Leader as and when required.
- Work as part of a team, liaising with other teams, client officers and the technical team to ensure excellent service delivery service.
- Liaise with customers whilst carrying out your duties in a courteous and professional manner at all times.
- From time to time, work out of hours to provide repairs and maintenance services as necessary, and may be required to take part in a call out rota for emergency works cover.
- Complete all documentation accurately for e.g. timesheets, vehicle checks.
- The hours of work will be diverse and may include early evening and Saturday operational hours as part of future service development.
- To adopt and work to our quality management systems
- Assist in the effective delivery of materials and supply by liaising closely with management and suppliers as advised, ensuring established processes are undertaken, and ensuring van stock levels are effectively managed and maintained.
- Play an active part, in achieving high first time fix on repairs, making every attempt to complete responsive repairs at the first visit and following appointment processes at all times.

- Take pride in your work, striving to attain a high level of excellence, in providing the above services.
- To uphold the corporate image of Yorkshire Housing by wearing and keeping in good order any supplied clothing and any tools and plant provided for you day to day works
- To uphold the corporate image of Yorkshire Housing by keeping vehicles in good order and clean, along with advising management of any vehicle issues as appropriate.
- Ensure all works are undertaken in line with H&S requirements and that Risk Assessments and safe systems of work are followed and adhered to at all times.

As you can imagine, the above might not be all you'll be responsible for in role so you might be asked to take on some other key responsibilities if they're suitable for your role.

## What you'll bring to the role

### The main things:

- Detailed and wide-ranging knowledge of multi skilled / building related activities
- Health & Safety Awareness
- Ability to establish good working relationships with colleagues
- Willingness to work outside working hours where necessary
- Computer literate or willingness to adopt to software based systems after training.
- A valid UK driving license
- Eagerness to develop own skills and adapt to change.
- Personal values and approach that align with YH's values
- Ability to work flexibly in line with Hub, Home and Roam principles.
- An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues.

### It would be a bonus if you have:

- Advanced Building / trade Craft qualification
- Extensive experience working in similar environment
- Health & Safety Regulations

### Our values:

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

**Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.

**Be curious** • Think differently • Ask questions • Keep learning.

**Make it happen** • Own it • Do it • Be empowered.

**Achieve impact** • Do things that matter • Deliver results • Show pride and passion.

**Have fun** • Enjoy work • Be yourself • Stay connected.

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.