

### Job details

Job title:	Multi Skilled Operative		
Reports to:	Repairs Team Leader		
Level:		Directorate	Homes & Places

### Job purpose

Financial responsibility:	No	People responsibility:	No
Strategic input:	No	Regulatory responsibility:	No

As a multi skilled 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 relationships

<b>Internal:</b>	<b>External:</b>
Property Services	

### Accountabilities

- To represent Yorkshire Housing in a positive manner demonstrating YHLs customer service standards and staff behaviors at all times.
- Assist the YHL technical team in the diagnosis, inspection and delivery of required works to contractual timescales.
- 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 YHLs 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.

## **Knowledge, skills and experience**

### **Essential:**

- Related Building/Joinery qualification (C&G, NVQ or equivalent)
- 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

### **Desirable:**

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