



**Yorkshire
Housing**

Multiskilled Operative

April 2025



Key information about the role



Multiskilled Operative

**Business area:**

Homes – Repairs and Maintenance

**Reports to:**

Team Leader

**Leader of others:**

No

**Contract type:**

Mobile

**Budget holder:**

No

**Car Allowance:**

No

**DBS check required:**

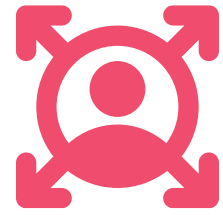
Yes – Basic

About the role

Role 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 multiskilled (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.

Here's some of the things you'll be doing



We're Yorkshire by name and by nature. And we make it possible for people to have a place they're proud to call home, whether that's to rent or to buy. It's our people that make that happen, and here's how you'll be supporting:

Key responsibilities:

- To represent Yorkshire Housing in a positive manner demonstrating YHLs customer service standards and staff behaviours 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.



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.

So, what will you bring to the role?



The main things:

- 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 driver's licence
- 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.

Our Yorkshire Housing values



What are they?

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.

Our colleagues are amazing

We want colleagues to feel free to be themselves, which means we all share responsibility for promoting a culture of equality, diversity and inclusion. We're also each accountable for our own health and safety by following our policies and completing any training needed for our roles. Our colleagues are amazing, and the diverse skills and abilities they bring to work every day are what make Yorkshire Housing such a special place to be. You spend a lot of your waking hours at work, so we're committed to giving you a workplace where you can truly be yourself, feel valued, and have opportunities to progress and develop.

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.

