

## ROLE PROFILE

<b>Department:</b>	Property Care
<b>Job Title:</b>	Multi Trade Operative
<b>Key Skills Required:</b>	The ideal candidate will have and excellent technical ability, with good knowledge building regulations and also possess good construction knowledge including health and safety legislation. The candidate will have a recognised qualification in at least one trade but can competently conduct work under other trades.
<b>Job Purpose:</b>	<p>Midland Heart have created a new In House Maintenance Team (IHMT), that commenced in April 2012, to take over the Responsive Repair and Void Maintenance functions from one of the incumbent contractors. The initial contract area to be serviced by the new team is North Birmingham.</p> <p>The job holder will be a mobile engineer that is responsible for responding to, and completing repairs as directed by Midland Heart. You will use your excellent analytical skills in diagnosing faults and implementing remedies on the first visit to the property.</p>
<b>Reporting to:</b>	Property Care Trade Supervisor
<b>Responsible for:</b>	Maintenance Services to Midland Heart properties.

### Key Responsibilities and Accountabilities

1. Ensure the very best customer experience is received and ensure excellent satisfaction is received.
2. To ensure all completed works comply with the current regulations and legislative requirements.
3. Contribute to the efficient operational delivery of the Quality and Productivity scheme (QPS).
4. Ensure efficient procurement of any material items.
5. Participate as a multi skilled operative in the delivery of an effective out of hours emergency repair service on a rota system.
6. Ensure that all work conducted is to current health & safety legislation, with method statements and risk assessments undertaken where appropriate.
7. Commitment to equality & diversity in both the delivery of services and to other staff.
8. Performance
  - Ensure you perform to or exceed the agreed standards.
  - Ensure you are trained to a suitable standard and that all your accreditations & certification requirements are up to date.
  - Ensure your vehicle is clean, serviced and MOT'd as required.
  - Ensure all KPI's are met including productivity levels, quality of work, 'right first time', recalls and appointments kept. This list is not exhaustive.
9. Ensure that all work is conducted within the Association's equality, diversity and inclusion policies at all times and in all aspects of service delivery and employment.
10. Ensure that you comply with all appropriate legal & statutory regulations and best practice.
11. Promote effective communications & excellence in customer service.

12. The post holder may also be required to undertake other duties and responsibilities not listed in this job description from time to time according to the needs of the business as directed by the IHMT Manager and Supervisors.
13. To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health and Safety Policy commensurate with this position.

## Person Specification

<b>Education, qualifications and training</b>	<b>Application</b>	<b>Interview</b>	<b>Assessment</b>
Recognised building related qualification in at least 1 trade and demonstrate competency in others.	X		X
Able to demonstrate Basic Health and Safety knowledge	X	X	X
Full, current manual driving licence.	X		
Ability to demonstrate a level of numeracy and literacy to the equivalent of Grade C English and Maths GCSE.	X		X
Practical experience in operating hand tools and light machinery.		X	X
<b>Experience</b>			
Commercial experience.	X	X	
Information Technology - prior use, or understanding of mobile PDA devices.	X		X
Track record of ensuring that work gets done correctly on time, first time.		X	X
Experience of lone working and using own initiative.	X		
Understanding of working with a vulnerable client group.	X	X	
Working in and contributing to a multi disciplined trade environment.		X	X
Demonstrating a wide range of trade skills in addition to primary trade - (plastering, tiling, plumbing, carpentry, glazing, groundworks, fencing).		X	X
<b>Knowledge &amp; Skills</b>			
Excellent technical ability, with good knowledge of the appropriate quality standards and building regulations.			X
Good construction knowledge including health & safety legislation.			X
Positive and proactive problem solver with excellent decision making skills.	X	X	
Multi skill working within a housing maintenance environment.	X	X	X
Commitment to delivering a high quality service.	X	X	
Ability to work alone, and in a team.		X	
Ability to identify building defects and their remedies.			X
Excellent planning & organisational skills.			X
Excellent communication skills and the ability to deal with a wide range of customers.	X	X	
<b>Behaviours</b>			
Strong commitment to high quality customer service, and seeks opportunities to improve.			
Will be flexible and adaptable in their approach to work.			
Strong desire to learn and develop the Midland Heart missions, objectives and values.		X	X
Will adhere to the Midland Heart dress code.	X		
Embraces change.		X	
Understanding of and commitment to the principles of equality & diversity.		X	