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Job Description

Multi-Trade Operative

Overall Purpose:

To effectively and efficiently undertake general maintenance within Barcud housing stock and other properties, in accordance with Building Regulations in a variety of disciplines working independently or as part of a wider team. The individual will be expected to work in a variety of maintenance disciplines to a high standard.

The team members will vary their duties (under the direction of the Team Leader & MEDRA Manager) to cover the area of greatest demand on a day to day basis undertaking the following duties:

Key Responsibilities – Functional:

- To work as part of the MEDRA Team to undertake the installation, repair and maintenance of all masonry and plastering work of all Barcud owned properties and maintain the properties to a high standard.
- Carry out task such repair and lay new floor finishes and paths, repair chimneys and carry out external works as required.
- Repairs and maintenance to lead work on all properties.
- Fencing (concrete posts etc)
- Undertaking kitchen and bathroom replacements including basic plumbing, tiling and flooring in occupied and un-occupied properties.
- Carry our repairs to the fabric of a building, for example repairs to walls, doors, door frames, skirting boards or plaster damage to internal walls
- Carry out repairs including guttering, fencing, kitchen units, some ladder work, roof work and interior refurbishment as required. Be proficient at the following tasks: hang doors, door hardware, set windows, layout for stairs and common rafters, tiling, utilise appropriate maths skills.
- Decorating
- Maintain plumbing and drainage systems, for example basic repairs to WC systems,

leaking taps and unblocking drains

- General clearing work
- Repair vinyl floor tiles.
- Lay Floor screed and Self level.
- Maintenance of both above and below ground drainage systems on all properties.
- Use a various selection of electrical / motorised power tools
- Ensure that all works and materials are provided in accordance with Barcud procurement strategy.
- Be available and respond promptly to emergency call outs on a rota basis as and when required by the organisation
- Liaise with tenants to undertake work in their homes in a timely, polite and professional manner.
- Drive a vehicle as required according to the Highway Code and Barcud rules and regulations.
- Ensure the vehicle is stocked correctly in order to carry out tasks and is kept clean and checked regularly.
- Ensure that vehicle housekeeping is undertaken regularly and that all vehicle stock is stored appropriately and safely within the vehicle.
- Use the appropriate technology as instructed by Management; undertake general paperwork and job card system, which requires input by the post holder.
- In addition to the primary trade, the operative will also be expected to be able to demonstrate competencies in other complimentary trade disciplines. The Operative will be expected to use these complimentary skills on a regular basis, as and when directed, for the benefit of the organisation. Other multi-trades could include: Masonry, plastering, painting and decorating, roofing, specialist flooring, tiling, basic plumbing. This list is not an exhaustive list and is subject to change in line with business requirement.
- Participate in any training required for completion of duties.

Key Responsibilities – Corporate:

- To provide excellent customer service to internal and external customers.
- Ensure that all work is undertaken in accordance with the current health and safety legislation and undertaken in a diligent manner, considering tenant's cultural and diversity needs are managed and identify and implement opportunities for making best use of all resources.
- Ensure that Barcud and its staff comply with all legal, statutory and Tenant Services Authority

regulations along with best practice.

- Ensure that you implement the Association's equality, diversity and inclusion policies at all times and in all aspects of service delivery and employment.
- In all aspects of Barcud work, to promote effective communications, excellence in customer service, and a focus on continuous improvement.
- Mentor apprentices, trainees and work placements as and when required
- To carry out such other duties and responsibilities as may reasonably be directed by Management.



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Personal Specification

Multi-Trade Operative

All criteria are **Essential** unless indicated otherwise

Qualifications:

- NVQ Level 2 Mason / Bricklayer/ Plasterer or equivalent.
- Evidence of continually developing professional knowledge.
- Must have full driving licence.
- Safety Awareness certificate. **(Desirable)**

Experience:

- Have at least 2 consecutive years experience of working in the building industry.
- Worked as part of a team undertaking cyclical and servicing contracts.
- Providing a customer focused service.
- Achieving challenging targets and objectives.
- Experience of working in a similar role. **(Desirable)**
- Knowledge of workplace safety, such as safe lifting and safe operation of hand and power tools etc.
- Good attention to detail.

Knowledge/Skills:

- Have interpersonal skills.
- Up to date health and safety knowledge.

- Ability to complete paperwork accurately and to a high standard.
- Ability to communicate through the medium of Welsh. **(Desirable)**.
- Sound knowledge of performance management and how this contributes to business success.
- A strong commitment to providing a high quality service.
- Capable of working to tight deadlines.
- Undertake tasks without supervision and able to work individually and in a team.
- Good communication skills.
- Ability to develop own skills and learn new ones.
- Ability to complete paperwork accurately and to a high standard.
- Confident using ICT applications, for example: word, excel and outlook.

Personal Qualities:

- A strong commitment to high quality customer service.
- Adopts a flexible approach to the requirements of the job.
- Adapts positively to change.
- Team Player.
- Able to meet the physical requirements of the role – including bending, kneeling, lifting heavy objects, occasionally working at heights and in confined spaces.