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| **Role Profile** |
| **Job Title** | Multi Skilled Operative |
| **Hours** | Full time (37.5 hours per week) |
| **Responsible To** | Property Services Manager |
| **Responsible For** | None |
| **Special Requirements** | Full valid driving licence use within the UK. This post will require a basic disclosure from the criminal records bureau level of disclosure.A good standard of general health and fitness is required. The post can be physically demanding in relation to the ability to climb steps, bend, stretch, lift and carry. |

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| **Job Purpose** |
| * To be responsible for providing high quality and timely adaptations, improvements, repairs, maintenance and building work activities to the Care & Repair Group’s clients. All works are to be completed in a way that sustains high levels of quality and customer satisfaction within a right first-time approach, that is customer focused, and within agreed target time and to the satisfaction of the customer.
* This role requires a high standard of work at all times and compliance with all Health and Safety requirements relating to any particular task.
* Work in close cooperation with other members of the Care & Repair Group and support the organisations’ aims and objectives in relation to safety, profitability, quality and growth.
* To represent the organisation in a professional and positive way, promoting the Care & Repair Group values and its brand.
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| **Key Role Accountabilities** |
| **Multi Skilled Operative Duties** * To visit customers at their homes to carry out a wide range of minor adaptations, repairs, maintenance and building works.
* Undertake all aspects of the Multi Skilled Operative, in a way that is agile and flexible. Adopting a multi skilled whole job approach to the work, that achieves the Care & Repair Group’s and recognised industry standards of compliance, quality and productivity.
* Adopt a right first time, customer focussed approach to all works undertaken.
* To organise time and resources effectively in order to deliver direct multi skilled works.
* Liaise with staff from external organisations such as Care & Repair Cardiff and the Vale, Cardiff and Vale University Health Board, Cardiff Council, Vale of Glamorgan Council, etc, where necessary to discuss works.
* To be responsible for ordering and obtaining the necessary materials to carry out the required work within agreed ordering procedures.
* To keep appropriate records of work carried out and materials used for each job.
* To operate ICT hardware and systems in line with protocols, in an effective and efficient way, receiving and updating accurate and relative information when required and in real time.
* To provide written and verbal reports as and when required.
* Provide and maintain effective lines of communication.
* Provide adequate protection of customer’s furniture, carpets, personal possessions, etc when undertaking work.
* To be responsible for the removal of waste and debris after completing work and leaving the site clean and tidy.
* Either directly or via other Care & Repair Group staff, assist clients in securing the services of suitable contractors for works that clients wish to have carried out but which are out of the scope of the Multi-skilled Operative.
* Be flexible and re-active in the geographical area of work and prioritise your work to meet changing priorities or requirements.
* Perform all work to a high standard ensuring the complete satisfaction of the customer.
* To ensure that all work is carried out in a safe manner and that all Health and Safety requirements and COVID-19 guidance adhered to.
* Ensure the day to day cleanliness, safety and security of the organisation’s lockup.
* Take responsibility for using and maintaining PPE (Personal Protection Equipment) issued by the organisation and report any defects to the Property Services Manager.
* Ensure the safety, security and maintenance of tools and equipment and report any defects to the Property Services Manager.
* Carry out regular basic maintenance checks of vehicle provided and report any defects to Property Services Manager.
* Enhance the organisation’s reputation by delivering a customer focused, friendly, helpful and efficient service.
* Maintain customer confidentiality and act in a sensitive and responsible manner.
* Develop a general understanding of the housing problems experienced by older people and the options available to remedy those problems.
* Provide information and advice to other organisations so that common objectives can be met.
* Work in close co-operation with colleagues and in accordance with the aims and objectives of the organisation.
* Working in a collaborative way providing support and assistance to colleagues, staff, sub contractor’s and customers throughout the works process.
* Deal positively with customer complaints using agreed procedures, speedily resolving these in the most cost-effective way while ensuring that high levels of customer satisfaction are maintained.
* To be responsible and accountable for all the equipment issued e.g. company vehicle, tools, electronic equipment, etc.
* To manage stock in an effective and efficient way
* Contribute to the continuous improvement of the service, by developing initiatives and
* working positively to champion and implement any new ideas / processes that are introduced.
* To foster a culture of problem solving within the services and ensure that a solution focused approach is adopted through taking personal responsibility.
* Undertake organisational and vocational training as required, and share skills with others.
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| **Key Organisational Accountabilities** |
| **Organisational*** Promote public awareness of the work of the Care & Repair Group.
* Ensure that all work is conducted to the highest professional standards and complies with Care & Repair Group Policies and Procedures.
* To be familiar with and work in accordance with the Care & Repair Group’s values.
* Prepare for and participate in supervision, appraisals and team reviews.
* Participate in relevant training and opportunities to increase and develop knowledge.

**Safeguarding** * Ensure that any safeguarding matters are dealt with in accordance with the Care & Repair Group’s Safeguarding Policies and Procedures.

**Diversity and Equality*** To undertake all duties in accordance with organisational strategy, legislation and best practice in relation to Diversity and Equality.
* To proactively ensure Care & Repair Group activities are carried out in accordance with organisational strategy, legislation and best practice in terms of Diversity and Equality.

**General Health and Safety*** To work effectively with management and other staff to ensure compliance with all Health and Safety Policies and Procedures and the delivery of objectives.
* To ensure health and safety standards are maintained and complete regular risk assessments in relation to premises and equipment as well as working practices.
* Ensure all accidents and near misses are recorded.
* To work at all times in a safe and efficient manner and be aware of all Health and Safety Policies and Procedures.

**General Duties*** Adopt a flexible approach to fulfilling the job description and person specification which may involve work outside of core hours.
* To be familiar with and work in accordance with all Care & Repair Group Policies and Procedures and legal and regulatory requirements
* To continue to develop knowledge and practice by actively participating in learning opportunities through team meetings, regular supervision, appraisals and appropriate training in line with organisational policy and procedure.
* To maintain clear and up to date records, preparing reports and correspondence as appropriate in accordance with Care & Repair Group Policies and Procedures as required for national, local and / or contractual requirements in respect of service user confidentiality and ensuring compliance with the Data Protection Act 2018.
* To operate and comply with the provisions of the General Data Protection Regulations 2018.
* Ensure the maintenance of accurate recording systems utilising the Care & Repair Group IT systems and ensuring that database monitoring requirements are met.
* Remain up-to-date and compliant with all organisational procedures policies and professional codes of conduct and uphold standards of best practice.
* Work within Care & Repair Group Codes of Practice
* Maintain confidentiality in relation to clients, employees, volunteers and projects.
* To undertake any other reasonable tasks or duties as required by the trustees, the Chief Officer, your Line Manager, and / or members of the Management Team.
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| *This job description is indicative of the range of current duties and responsibilities of the post, it is not comprehensive. It is inevitable that the duties will change as the role develops, and it is essential, therefore, that it should be regarded with a degree of flexibility, so that changing needs and circumstances can be met, all changes will be discussed fully.* *It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way and tasks which are not specifically covered in their job description may have to be undertaken.* |

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| **Name:** |  |
| **Job Holder’s Signature:** |  | **Date:** |  |
| **Manager’s Signature:** |  | **Date:** |  |

You will be able to demonstrate the following key knowledge, skills, behaviours and experience:

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| **Person Specification** |
| **ESSENTIAL** **Qualifications*** NVQ level 2 or equivalent in a relevant trade (in certain circumstances relevant and proven experience may be considered)

**Experience*** Trade experience in carrying out a wide range of small building repairs and adaptations to a high standard
* Experience of managing basic paperwork and record keeping
* Experience of managing a diary and arranging appointments

**Knowledge*** Knowledge of Health and Safety legislation in the workplace, applying to self and others
* Aware of the needs of the customer and is proactive to meeting those needs
* Understanding of and commitment to equal opportunities and diversity and its delivery
* Knowledge of a wide range of building adaptations to meet vulnerable customer needs

**Skills*** Ability to prioritise workloads to meet deadlines
* Ability to carry out work with minimum supervision
* Good numerical skills with an ability to accurately estimate costs
* Excellent interpersonal and communication skills
* Ability to deal with confidential issues effectively and sensitively
* Demonstrate a commitment to customer service and positively welcome opportunities to provide a good quality service
* Demonstrate a willingness and ability to perform creatively and with flexibility within the guidelines and constraints of agreed policies and procedures
* Demonstrate a commitment to effective team working
* Ability to manage change
* Ability to deal with potential conflicts of interest and sensitive information
* Ability to recognise and adhere to professional boundaries
* Good level of written, presentation and interpersonal communication skills
* Ability to work collaboratively across departments and influence others
* Ability to think ahead, spot opportunities and take appropriate action
* Flexible approach and a willingness to adapt to and work effectively within a variety of situations
* Ability to work individually or as part of a team
* Ability to use judgement and take ownership of decision making
* Ability to prioritise workload and work well under pressure to meet targets and deadlines

**Other*** Willingness to learn and undertake training as required
* Commitment to the mission statement, values and to the specific charitable objectives and ethics of the Care & Repair Group
* Empathy with the aims, goals and values of the Care & Repair movement and a commitment to support delivery to meet these
* Able to work flexible hours to meet business needs

**DESIRABLE*** NVQ level 2 or equivalent in a relevant trade (in certain circumstances relevant and proven experience may be considered)
* Time served apprenticeship in a relevant trade
* Possess a relevant CSCS card
* Experience of working in a domestic environment
* Experience of working with older or vulnerable people
* IT literate with knowledge of Word and Outlook
* Ability to communicate in Welsh
* Completion of any relevant training regarding working with vulnerable customer groups
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