



ROLE PROFILE

POSITION	Multi Skilled Operative		
TEAM	CSL	LOCATION	CSL
VERSION	1.1	LAST UPDATED	August 2018

PURPOSE OF ROLE	To carryout maintenance on the Company's internal and external contracts.
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KEY ACCOUNTABILITIES

1. All duties relating to building maintenance and refurbishment.
2. Ensuring that works are carried out in the most cost effective and efficient manner.
3. Responsible for ensuring that all quality and customer satisfaction targets are met.
4. Responsible for the care and condition of Company vehicles / plant and equipment in accordance with relevant policies.
5. Any other duties consistent with the grade and general responsibilities of the post, as may be required from time to time by nature of changes to the business or the need to develop new streams of work.

GENERAL OBLIGATIONS (THIS IS STANDARD FOR ALL ROLES)

1. Represent the Company positively with all external agencies.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.

REPORTING

- Reports to the Responsive Repairs Supervisor

CONTACTS

Internal – All staff across Company

External – Customers, Suppliers and Contractors.

PERSON SPECIFICATION

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QUALITY	ESSENTIAL	DESIRABLE
Education & Qualifications:	<ul style="list-style-type: none"> Evidence of a sound level of education 	<ul style="list-style-type: none"> Basic first aid qualification CSCS Card Holder
Experience, Knowledge and Understanding	<ul style="list-style-type: none"> General building and maintenance experience Experience of working at height Experience of working with in a customer-focused environment and within a team Proven practical experience working within a multi-trade discipline 	<ul style="list-style-type: none"> Local housing knowledge Good understanding of health and safety at work policy and practices
Job Related skills	<ul style="list-style-type: none"> Use of plant and equipment Basic IT skills such as using e-mail and word processing Ability to complete task specific risk assessments and method statements 	<ul style="list-style-type: none"> Health and Safety Training

Personal Skills	<ul style="list-style-type: none">• Work effectively independently and as part of a team• Experience in organising own workload to achieve priorities and objectives• Good communicator• Ability to work to tight timescales• Self-motivated, dependable and conscientious• Flexible and able to adapt to change• Work overtime as and when required• Clean and tidy work ethic	
Other	<ul style="list-style-type: none">• Full driving licence• Standard DBS Certificate satisfactory to the organisation	