

## Role Profile – The What, The Where, The How

<b>POSITION</b>	Multi Skilled Operative Improver		
<b>TEAM</b>	Kitchen & Bathrooms, Services	<b>LOCATION</b>	Coastline Housing
<b>VERSION</b>	1	<b>LAST UPDATED</b>	September 2023

### THE PURPOSE OF THIS ROLE IS TO

To carryout maintenance and refurbishment on the Company's internal and external contracts in a trainee capacity.

## Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. Assist with undertaking refurbishment and maintenance on the Kitchen & Bathroom Fitting contracts.
2. Ensuring that works are carried out in the most cost effective and efficient manner.
3. Assist to ensure 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.

## Person Specification – The Who

### PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
  - Put our customers first
  - Be open, honest and accountable
  - Value each other
  - Strive to be the best
- Evidence of a sound level of education and CSCS Card (required to obtain once in role if not previously held.)

- General building/maintenance knowledge and experience and ability to complete task specific risk assessments and method statements.
- Experience of working with in a customer-focused environment and within a team.
- Use of plant and equipment
- Basic IT skills such as using e-mail and word processing
- Has a full driving licence and a satisfactory basic DBS check;
- Some experience in the following would be an advantage:
  - Basic first aid qualification
  - Relevant technical or vocational qualification or time served trade apprenticeship
  - Local housing knowledge
  - Good understanding of health and safety at work policy and practices

## General Obligations – For All Of Us

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 Kitchen & Bathroom Supervisor

## CONTACTS

### Internal

- All employees

### External

- Customers, Suppliers and Contractors



Coastline  
housing



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