

Role Profile – The What, The Where, The How

POSITION	Kitchen and Bathroom Fitter/Multi-Skilled Operative		
TEAM	Kitchens and Bathrooms	LOCATION	Coastline House and on site
VERSION	3	LAST UPDATED	November 2022

THE PURPOSE OF THIS ROLE IS TO

To carry out maintenance in service of Coastline’s internal and external contracts.

Specific Accountabilities – The Brass Tacks

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

1. All building maintenance and refurbishment-related multi-skilled duties.
2. Ensuring works are carried out in the most cost-effective and efficient manner.
3. Ensuring quality and customer satisfaction targets are met.
4. The care and condition of company vehicles, plant, and equipment, in accordance with the 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
- General building and maintenance experience, and of working in a customer-focused environment and in a team

- Proven practical experience working within a multi-trade discipline
- Use of plant and equipment
- Basic IT skills such, as use of e-mail and word processing
- The ability to complete task-specific risk assessments and method statements
- Can work effectively both independently and as part of a team
- Experience in organising one's own workload to achieve priorities and objectives, to tight timescales when necessary
- Self-motivated, dependable and conscientious
- Flexible, adaptable, clean and tidy in the workplace
- Can work overtime as and when required
- Has a full driving licence and a satisfactory basic DBS check.

The following would be an advantage:

- A basic first aid qualification
- A relevant technical or vocational qualification, or time-served trade apprenticeship
- A City & Guilds or NVQ Level 2 in plumbing for bathroom fitting and/or carpentry for kitchen fitting
- Holds a CSCS card
- Local housing knowledge
- Has a 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 and bathrooms supervisor

CONTACTS

Internal

- All staff across the company

External

- Customers, suppliers and contractors

