

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

<b>POSITION</b>	Multi-skilled PVCu Maintenance Operative		
<b>TEAM</b>	CSL	<b>LOCATION</b>	CSL
<b>VERSION</b>	1	<b>LAST UPDATED</b>	April 2024

### THE PURPOSE OF THIS ROLE IS TO

To carry out maintenance on the Company's internal and external contracts.

## Specific Accountabilities – The Brass Tacks

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

1. All UPVC and Multi-skilled duties relating to building and response maintenance including out of hours service.
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.

## 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 already held).
- Previous experience and a sound knowledge and understanding of UPVC maintenance and UPVC components.
- Experience of working with in a customer-focused environment, both independently and within a team.
- Use of plant and equipment and basic IT skills and ability to use mobile phone and associated apps.
- 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 trade qualification.
  - Good understanding of health and safety at work policy and practices.
  - Local housing knowledge.

## 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 Responsive and Minor Planned Supervisor

## CONTACTS

### Internal

- All staff across the Company

### External

- Customers, suppliers and contractors.



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