

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

|          |                          |              |              |
|----------|--------------------------|--------------|--------------|
| POSITION | Multi Skilled Operative  | REF          | SERV33       |
| TEAM     | Response & Minor Planned | LOCATION     | On Site      |
| VERSION  | 4                        | LAST UPDATED | January 2024 |

### THE PURPOSE OF THIS ROLE IS TO

To carryout 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 Multi-skilled 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.

## 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
- Experience in organising own workload to achieve priorities and objectives
- General building experience and proven practical experience working within a multi-trade discipline
- Evidence of a sound level of education and relevant technical or vocational qualification or time served trade apprenticeship
- Experience of working with in a customer-focused environment and within a team
- Basic IT skills such as using e-mail and word processing

- Ability to complete task specific risk assessments and method statements and use of plant and equipment
- Has a full driving licence and a satisfactory Basic DBS check;
- Some experience in the following would be an advantage:
  - Basic first aid qualification and CSCS card holder
  - Be competent and craft qualified (City & Guilds and/or NVQ) in a range of trades
  - 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 Responsive & Minor Planned Supervisors

## CONTACTS

### Internal

- All staff across Company

### External

- Customers, Suppliers and Contractors



**INVESTORS  
IN PEOPLE** | Gold