

ROLE PROFILE

POSITION	Multi-Skilled Improver	REF	SERV27
TEAM	Kitchens and Bathrooms	LOCATION	On Site
VERSION	2	LAST UPDATED	June 2021

PURPOSE OF ROLE	To carryout responsive and minor planned maintenance on the Company's internal and external contracts. This role allows a qualified apprentice to take on further responsibility and gain further experience in maintenance.
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KEY ACCOUNTABILITIES

1. Ensuring that allocated works are carried out in a timely, cost effective and efficient manner, maintaining a high standard of quality to meet client and customer satisfaction targets.
2. Order materials as required and maintain appropriate van stock and control
3. Ensure all the relevant works information and variations are recorded and returned to the Supervisor using both electronic formats and paper driven systems as required.
4. Responsible for the care and condition of Company vehicles, plant and equipment in accordance with relevant policies.
5. Participate and engage positively in tool box talks, attend and obtain all mandatory training and qualifications required for the role.
6. To represent Coastline Services Ltd positively at all times. Representing oneself as a professional and competent member of the team, always maintaining a friendly and courteous approach, wearing Coastline Services Ltd uniform, presenting ID and using personal protective equipment.
7. Maintenance duties may vary 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. All staff must ensure that they are aware of their responsibilities under the Health and Safety at Work Act 1974 and that they comply 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 Kitchens and Bathrooms Supervisor

CONTACTS

Internal – All staff across Company.

External – Customers, Suppliers and Contractors.

PERSON SPECIFICATION

POSITION	Multi Skilled Operative Improver		
TEAM	Kitchens and Bathrooms	LOCATION	CSL
VERSION	2	LAST UPDATED	June 2021

QUALITY	ESSENTIAL	DESIRABLE
Personal Skills	<ul style="list-style-type: none"> • Demonstrate behaviours in accordance with Coastline's values: <ul style="list-style-type: none"> ✓ Put our customers first ✓ Be open, honest and accountable ✓ Value each other ✓ Strive to be the best • Demonstrate an understanding and appreciation of Equality and Diversity • Able to work on own, or at times in a team • Good communicator • Reliable and Self motivated • Flexible • Clean and tidy work ethic • Good organisation skills • Good time management skills • Willingness to learn new skills 	
Education & Qualifications:	<ul style="list-style-type: none"> • Basic level of education • Relevant trade qualification(s) 	<ul style="list-style-type: none"> • Relevant CSCS cardholder. • City and Guilds or Diploma/NVQ Carpenter/Joiner • City and Guilds or Diploma/NVQ Roofing • City and Guilds or Diploma/NVQ Mason • City And Guilds or Diploma/NVQ Plumbing • Asbestos awareness • Health and Safety Training

Experience, Knowledge and Understanding	<ul style="list-style-type: none"> • Basic understanding in delivering multi-skilled works, such as experience in carrying out a wide variety of Carpentry, Roofing and Masonary/ Wet Trades works • Experience of working in live domestic dwellings and with members of the public 	<ul style="list-style-type: none"> • A basic knowledge of general building • Local housing association knowledge • An understanding of emergency boarding up, locks and making safe • An understanding of UPVC repairs and UPVC components
Job Related skills	<ul style="list-style-type: none"> • Use of plant and equipment • Basic IT and keyboard skills • Ability to prepare basic task risk assessments and method statements • Ability to manage and control van stock • Ability to efficiently time manage daily/weekly diary appointments 	<ul style="list-style-type: none"> • Ability to use mobile working technology • Ability to diagnose problems and make effective decisions
Other	<ul style="list-style-type: none"> • Full driving licence or working towards • Basic level Disclosure and Barring Service (DBS) Check 	

