

Role Profile – The What, The Where, The How

POSITION	Multi-Skilled Improver	REF	SERV38
TEAM	Services	LOCATION	On Site
VERSION	1	LAST UPDATED	July 2023

THE PURPOSE OF THIS ROLE IS TO

To carry out 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.

Specific Accountabilities – The Brass Tacks

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

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.

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
- Has a full driving licence and a satisfactory Basic DBS check;
- Experience of working in live domestic dwellings and with members of the public;
- Ability to prepare basic task risk assessments and method statements;
- Ability to manage and control van stock;
- Some experience in the following would be an advantage:
 - Ability to diagnose problems and make effective decisions
 - Local housing association knowledge
 - Relevant CSCS cardholder

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 relevant supervisor and/or contract manager

CONTACTS

Internal

- All staff across Company.

External

- Customers, Suppliers and Contractors.

