Role Profile – The What, The Where, The How

POSITION	Multi Skilled Operative	**REF**	SERV39
TEAM	Services – Various work Streams	**LOCATION**	On Site
VERSION	2	**LAST UPDATED**	August 2026

THE PURPOSE OF THIS ROLE IS TO	As a Multi Skilled Operative, the postholder will be required to adapt to changing business needs and work across different operational teams, locations and work streams to support the effective delivery of property services and maintenance programmes. This may include temporary deployment between Responsive Repairs, Voids, Planned Maintenance, Kitchens and Bathrooms, DFGs and other service delivery functions. The postholder may also as detailed within the terms of the contract be required to participate in the out-of-hours emergency repairs service and any associated standby arrangements in accordance with business requirements.

Specific Accountabilities – The Brass Tacks

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

1. Carrying out a wide range of property maintenance, repairs, improvement and refurbishment works across domestic and communal properties.
2. Delivering multi-trade repairs to a high standard, including carpentry, plumbing, tiling, plaster patching, painting and decorative works.
3. Undertaking void property repairs and refurbishment activities to ensure homes are re-let within target timescales.
4. Completing responsive repair appointments in line with service standards, prioritising customer satisfaction and right-first-time performance.
5. Supporting planned maintenance programmes including kitchen, bathroom, window, door and component replacement projects.
6. Assisting with Damp and Mould remedial works, property improvements and associated reinstatement activities.
7. Carrying out works associated with Disabled Facilities Grants and reasonable adaptations to support residents' independence and wellbeing.
8. Diagnosing maintenance issues, identifing appropriate solutions and completing repairs safely and efficiently.
9. Using digital devices to receive work instructions, record completion notes, capture photographs and update job statuses in real time.
10. Identifing and reporting additional repairs, safeguarding concerns, property defects or health and safety issues encountered during works.

11. Ensuring all work is completed in accordance with current legislation, company procedures, building standards and manufacturer requirements.
12. Maintaining accurate records of materials used, time worked and completed tasks.
13. Working collaboratively with supervisors, planners, surveyors, contractors and other operational teams to deliver high-quality services.
14. Ensuring company vehicles, tools, equipment and materials are maintained in a safe, secure and serviceable condition.
15. Delivering excellent customer service, communicating professionally with residents and managing expectations throughout the repair process.
16. Promoting a positive health and safety culture by complying with risk assessments, safe systems of work and relevant regulations.
17. Participating in emergency, out-of-hours or business continuity arrangements where required.
18. Supporting apprentices, trainees and less experienced colleagues through coaching and knowledge sharing.
19. Contributing to achieving team performance targets relating to productivity, quality, customer satisfaction and compliance.
20. Undertaking any other reasonable duties commensurate with the responsibilities and grade 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 • NVQ Level 2 (or equivalent) in a recognised construction or property maintenance trade. • They should be trade qualified, certified and possess specific related experience, and have experience of, and be confident in, working with the public, in a team, and alone. • They should be confident in the use of plant and equipment, be able to complete task-specific risk assessments and method statements and be able to solve problems independently. • Evidence of ongoing professional development. • Health and Safety awareness relevant to construction and maintenance activities • Possess a full driving licence and a satisfactory **basic** DBS check.

	Some experience in the following would be an advantage: • NVQ Level 3 in a relevant trade. • PASMA, IPAF, Asbestos Awareness or similar industry-related qualifications. • First Aid at Work qualification. • CSCS Card. • Experience working within social housing, construction, or property maintenance.

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 Contracts Manager

CONTACTS

Internal

- Directors, Managers and Supervisors of Coastline Services
- Administrative and finance support staff as required
- Coastline Customer Service Staff
- Staff within other departments

External

- Customers and potential clients of Coastline
- Local Authorities, construction companies, service providers, housing associations etc.