

ROLE PROFILE

POSITION	Multi Skilled Operative		
TEAM	CSL	LOCATION	Depot
VERSION	2.1	LAST UPDATED	April 2019

PURPOSE OF ROLE

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

KEY ACCOUNTABILITIES

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.

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. 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 Supervisor

CONTACTS

Internal – All staff across Company

External – Customers, Suppliers and Contractors.

PERSON SPECIFICATION

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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 • Work effectively independently and as part of a team • Experience in organising own workload to achieve priorities and objectives • Good communicator • Ability to work to tight timescales • Self-motivated, dependable and conscientious • Flexible and able to adapt to change • Work overtime as and when required • Clean and tidy work ethic 	
Education & Qualifications:	<ul style="list-style-type: none"> • Evidence of a sound level of education • CSCS Card (required to obtain once in role if not previously held) 	<ul style="list-style-type: none"> • Level 2 Electrical Installation Diploma or equivalent • Basic first aid qualification • Be competent and craft qualified (City & Guilds)
Experience, Knowledge and Understanding	<ul style="list-style-type: none"> • General building experience • Experience of working with in a customer-focused environment and within a team • Proven practical experience working within a multi-trade discipline 	<ul style="list-style-type: none"> • Local housing knowledge • Good understanding of health and safety at work policy and practices

Job Related skills	<ul style="list-style-type: none"> • Use of plant and equipment • Basic IT skills such as using e-mail and word processing • Ability to complete task specific risk assessments and method statements 	<ul style="list-style-type: none"> • Health and Safety Training
Other	<ul style="list-style-type: none"> • Full driving license • Basic DBS Certificate satisfactory to the organisation 	