



**JOB DESCRIPTION:** MULTI SKILLED OPERATIVE

**RESPONSIBLE TO:** MAINTENANCE SUPERVISOR

**OTHER KEY RELATIONSHIPS:** Senior Management Team, Administration team, Scheme Managers and Maintenance team.

### **PURPOSE OF THE POST**

The post holder will form part of the Maintenance team and be expected to carry out various multi-traded jobs on HCHA properties. The post holder will be expected to carry out delegated tasks such as painting, cleaning, removal and delivery of items and basic skilled multi-trade tasks with the minimum of supervision. The post holder will be expected to deliver an excellent standard of customer service skills, demonstrate a 'can do' attitude and to be able to learn continuously and develop their skills.

### **1.1 POLICIES & PROCEDURES**

1.2 To act at all times in accordance with the Association's published policies and procedures.

### **2 INFORMATION TECHNOLOGY**

2.1 To be able to use IT to communicate, record data and information, also to organise and manage their workload effectively.

2.2 To be willing to learn new software or systems and use it, day-to-day.

### **3 SPECIFIC DUTIES**

3.1 To work in accordance with construction industry good practices and use Personal Protective Equipment provided.

3.2 To conduct work in accordance with established Health and Safety Regulations and the HCHA's Health and Safety policies, including the assessment of risk relating to the work being undertaken.

3.3 Use Personal Protective Equipment provided.

3.4 To carry out basic multi-trade tasks as directed by supervisor and more senior maintenance staff to a good standard.

3.5 Maintain all statutory records and documentation as instructed.

3.6 Protect sites and be able to work in people's homes safely and respectfully.

3.7 To take care of and properly account for, plant, equipment, tools and parts.

3.8 To be accountable for stock, including ordering and maintaining accurate stock records.

- 3.9 To be responsible for the accurate reporting of all financial transactions within HCHA policies; be transparent and accountable for all financial tasks including handling petty cash, receipts and mileage.
- 3.10 To display a friendly, flexible, helpful and courteous attitude to all and treat all customers with dignity and respect.
- 3.11 To deal with small, general items of repair and maintenance in the interior and exterior of buildings: e.g. putting up shelves, changing light bulbs, moving furniture, cleaning windows.
- 3.12 To assist in the erection and dismantling of items, fittings and equipment.
- 3.13 To be able to work at height.
- 3.14 To assist with carrying out works arising from Fire Risk Assessments where required and to be aware of fire hazards at all times.
- 3.15 To keep a tidy, clean and well stocked vehicle.
- 3.16 To promptly ensure that the Maintenance team is made aware of any problems/challenges.
- 3.17 To ensure that supplies, equipment etc are moved or relocated in a safe and effective manner.
- 3.18 To complete all necessary administration required to effectively deliver the role.
- 3.19 To be able to respond to the needs of people who are frail, have physical disabilities, life limiting medical conditions and a range of other challenges and to deal with their families and/or carers with sensitivity and tact.
- 3.20 To be willing to learn about and cooperate with Safeguarding practices.
- 3.21 To follow all HCHA lone working procedures.

#### **4 GENERAL**

- 4.1 To attend team meetings, training and briefing sessions for staff as required.
- 4.2 To attend training and supervision as necessary.
- 4.3 To attend regular meetings with your manager and be prepared to report on work completed, targets and tasks as agreed.
- 4.4 To perform duties commensurate with the responsibilities of the role and other ad hoc projects as required from time to time.
- 4.5 To promote HCHA in a positive and professional manner and to protect the reputation of the HCHA in all dealings with other professionals and the public.

- 4.6 To assist with administrative work in relation to the above duties.
- 4.7 To provide cover for other members of the maintenance during holidays, sickness or other absences and in emergencies.

**PERSON SPECIFICATION:**

**D = Desirable**  
**E = Essential**

<p><b>Education and Qualifications</b></p>	<ul style="list-style-type: none"> <li>• A recognized qualification in construction related discipline, or an equivalent qualification ie City and Guilds – <b>D</b></li> <li>• Able to demonstrate relevant experience – <b>D</b></li> <li>• Full, clean current driving licence – <b>E</b></li> <li>• Good standard of health and safety training – <b>E</b></li> </ul>
<p><b>Experience</b></p>	<ul style="list-style-type: none"> <li>• Some understanding of working with people who have physical disabilities, frailties or other vulnerabilities – <b>D</b></li> <li>• Good customer service experience - <b>D</b></li> <li>• Good attitude to customers - <b>E</b></li> <li>• Organising and prioritising own workload - <b>D</b></li> <li>• Keeping accurate records, being able to self-administer tasks (including use of computerized systems) - <b>E</b></li> <li>• Handling money or the ability to manage money accurately and with integrity – <b>E</b></li> </ul>
<p><b>Knowledge and Skills</b></p>	<ul style="list-style-type: none"> <li>• Good level knowledge of what general maintenance and responsive repairs tasks may entail - <b>E</b></li> <li>• Good knowledge of basic up to date construction and property maintenance techniques – <b>D</b></li> <li>• Knowledge of Health and Safety issues relating to property maintenance - <b>E</b></li> <li>• To work flexibly to meet the requirements of the post, have a 'can do attitude' and be happy to problem solve; be able to think 'on your feet' - <b>E</b></li> <li>• Team working skills and attributes – <b>E</b></li> <li>• Good communication skills both verbal and in writing - <b>E</b></li> <li>• Able and willing to communicate with people at all levels and be able to market the service to new customers, potential partners and/or to the public; including being able to deal with all with respect and dignity at all times – <b>E</b></li> <li>• Willingness to be responsible for helping to keep vulnerable people safe - <b>E</b></li> </ul>
<p><b>Attributes</b></p>	<ul style="list-style-type: none"> <li>• Ability to work independently with minimum supervision- <b>D</b></li> <li>• Be physically fit and able to lift heavy items and able to work at height - <b>E</b></li> <li>• Respect for all with a strong commitment to equality and diversity - <b>E</b></li> <li>• Willing to work evenings if required - <b>D</b></li> </ul>

