



## **Multi Skilled Operative**

**Closing date: Wednesday 5<sup>th</sup> May 2021 at 9am**

**Interviews: Week commencing 10 May 2021**

**(date to be confirmed)**

# Role Profile

**Job Title:** Multi Skilled Operative  
**Location:** Property Services  
**Hours:** 40  
**Responsible to:** Assistant Manager

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## Purpose of the Post

- Provide General Labouring works for The Group to a high and consistent standard including a combination of general maintenance works such as carpentry, minor plumbing works, plastering, tiling and painting and decorating

## Key Responsibilities

- To install, renew or repair: floors, timber stud partitions, component parts of trussed and traditional roofs, glazing, timber fencing and gates, kitchen units and worktops, skirtings, rails and architraves, ducting and panelling, internal and external doors and windows in a timely manner and within agreed budgets
- To undertake a range of minor plumbing works, including the installation, renewal and repair of rainwater goods, sink tops, sanitary ware and associated supply and waste pipework and fittings, in a timely manner and within agreed budgets
- To undertake a range of minor wall finishing repairs, including plasterboard and patch plastering to walls and ceilings, cracks, external render and floors in a timely manner and within agreed budgets
- To undertake a range of minor wall and floor tiling works, including splashbacks to sinks, basins, baths and showers and patch repairs to floors or steps in a timely manner and within agreed budgets
- To undertake minor brickwork repairs, including the repair of fractures and patches in brickwork blockwork or stone and raking out and repointing joints to brickwork, blockwork or stone in a timely manner and within agreed budgets
- To undertake small repairs and allied trade works to achieve maximum value
- To carry out other maintenance work within domestic and commercial premises, as required
- To carry out routine safety checks of plant and equipment and inform management of any issues or problems
- To drive and be responsible for a company vehicle in accordance with the Group's regulations/instructions, including conducting weekly vehicle checks.
- To assess, plan and request parts and materials required to carry out the work
- To liaise with client/customers when arranging and carrying out work, having full regard to their needs and acting in a professional manner at all times
- To work from written and verbal instructions, including drawings, diagrams, sketches, calculations using measuring equipment
- To report any faulty appliances, installations or equipment which do not comply with the current safety regulations
- To operate all machinery and equipment in a safe and correct manner using all safety devices and working methods as described in risk assessments and working practices
- To look after tools, materials and equipment guarding against loss or theft and making them available for use
- To supervise and control apprentices, educating them to the standards expected by the maintenance department, ensuring they work in a safe and efficient manner

- To check satisfaction levels and obtain customers' signatures on all completed work
- To report findings of asbestos through the Group's Asbestos procedure
- To assist in planning and organising workloads to ensure effective use of time
- To record and document work activities accurately and daily
- To ensure personal protective equipment is worn and used appropriately
- To drive and be responsible for a company vehicle in accordance with the Group's regulations/instructions, including conducting weekly vehicle checks.
- To ensure properties are left in a clean and safe manner on completion of work
- To maintain a tidy appearance with clean and functional uniform, ensuring identification badge is worn and visible at all times when on site and dealing with customers
- On a rota basis, to perform emergency out of hours call out service for the Group's stock.

### **Core Tasks**

- To follow corporate and operational plans
- To work within department policies, procedures and service level agreements
- To effectively manage workload and update the line manager on progress
- To embrace opportunities for personal learning and development
- To work within the framework and guidelines set for risk management and operational plans.
- To provide cover for colleagues
- To communicate clearly and effectively with internal and external partners
- To comply within the regulatory frameworks with your area of work
- To use business systems appropriately

### **Value for Money**

- To help identify and deliver efficiencies and deliver an excellent service that provides value for money.
- To work proactively with colleagues to deliver excellent service and value for money

### **Compliance**

- To maintain high standards of practice and promote Equal Opportunities and Diversity.
- To comply with the Group's Health and Safety policy and legislation.
- To comply with Data Protection and Confidentiality policy and procedures.
- To ensure compliance with financial standing orders and delegated authority limits.
- To adhere to the Group's policies, procedures, workflows, flowcharts, guidance notes and working practices.

### **Corporate**

- To represent the Group in a professional and courteous manner at all times.
- To deliver productivity targets.
- To keep abreast of legislative changes and good practice.
- To take responsibility for own learning and development including identification of training opportunities
- Any other duties as may be reasonably required.

# Person Specification

A – Application    C – Certificate  
I – Interview      T – Test

## Multi Skilled Operative

Criteria	Essential / Desirable?	Method of Assessment
<b>Appropriate Professional Qualification</b>		
City and Guilds Craft or minimum NVQ level 2 in an appropriate craft-based trade or substantial relevant experience	E	A/C
<b>Experience and Track Record</b>	E	I
Experience of working as part of a multidiscipline team	D	I
Experience of working collaboratively in a busy team environment	E	I
Experience of delivering quality work on time	E	I
<b>Knowledge and Skills</b>		
Managing and prioritising a demanding workload	E	I
A friendly and professional manner	E	I
Customer focused and a desire to provide services to a high standard	E	I
An ability to work under pressure	D	I
Self-motivated	D	I
Ability to use the Group personal digital assistant systems and their application in delivering appropriate job information	D	I
<b>Personal Characteristics</b>		
Positive and enthusiastic	E	I
Ability to deal with challenging situations	E	I
Commitment to Equality of Opportunity and Diversity	E	I
Ability to relate to other members of staff, customers and external partners for all aspects of the Group's work	D	I
Understanding and empathy with the needs of diverse groups and individuals	D	I
Has effective communication skills with a range of people and organisations	D	I
Has an excellent customer focus, that takes into account the diverse needs of customers	E	I
Contributes to and support team working across an organisation	E	I
Willingness to work after hours as required	D	I
Driving licence	E	A/C

**Multi Skilled Operative**  
**Terms & Conditions of Employment**



<b>Salary</b>	£27,932 per annum
<b>Car Allowance / Mileage Rates / Company Vehicle</b>	A company vehicle will be provided for business journeys
<b>Hours of Work</b>	Monday – Friday 8am – 8pm Saturday 8am – 12 noon (On a rota basis)  <i>You will be required to participate to the on-call rota during weekends, evenings and holidays.</i>
<b>Organisational Fit Period (Probationary)</b>	6 months
<b>Notice Period</b>	1 month
<b>Pension</b>	Auto Enrolled into the SHPS DC Scheme Option to enter into the SHPS DB CARE 1/120 <sup>th</sup> pension scheme
<b>Holidays</b>	25 days per annum plus up to 5 days for long service
<b>Sickness Absence</b>	The Group operates a company sickness scheme that provides up to three months full pay and three months half pay after three years service.
<b>Other Benefits</b>	Contributory Health Cash Plan, Employee Assistance Programme and other wellbeing options

## How Are MSV Recruiting and Holding Interviews During the COVID-19 Pandemic?

