

## Role Profile

<b>Role Title:</b>	Trade Operative
<b>Department:</b>	In-house Maintenance
<b>Role Purpose:</b>	The job holder will be a mobile tradesperson that is responsible for responding to, and completing responsive and void property repairs. You will use your experience and skills in diagnosing faults and implementing remedies on the first visit to the property.
<b>Reporting to:</b>	Technical Maintenance Surveyor
<b>Responsible for:</b>	N/A
<b>Disclosure level:</b>	Enhanced
<b>Role Level:</b>	<u>Frontline Worker</u>

<b>Key Role Responsibilities</b>	<ul style="list-style-type: none"> <li>• Ensure the very best customer experience and satisfaction is achieved. (Target 90%)</li> <li>• To ensure all completed works comply with the current regulations and legislative requirements.</li> <li>• Contribute to the efficient operational delivery of the Quality and Productivity scheme (QPS).</li> <li>• Ensure efficient procurement of any material items from our partnering suppliers.</li> <li>• Participate as a multi trade operative in the delivery of an effective out of hours emergency repair service on a rota system.</li> <li>• Ensure that all work conducted is to current health &amp; safety legislation, with method statements and risk assessments undertaken where appropriate.</li> <li>• Commitment to equality &amp; diversity in both the delivery of services and to other staff.</li> <li>• Ensure you perform to or exceed the agreed standards.</li> <li>• Ensure you are trained to a suitable standard and that all your accreditations &amp; certification requirements are up to date.</li> <li>• Ensure your vehicle is clean and maintained as required.</li> <li>• Ensure all KPI's are met including productivity levels, quality of work, 'right first time', recalls and appointments kept. This list is not exhaustive.</li> <li>• Ensure that all work is conducted within Midland Heart's diversity strategy at all times and in all aspects of service delivery and employment.</li> <li>• Promote effective communications &amp; excellence in customer service.</li> <li>• The post holder may also be required to undertake other duties and responsibilities not listed in this job description from time to time according to the needs of the business as directed by the IHMT Manager and Supervisors.</li> </ul>
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	<ul style="list-style-type: none"> <li>To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health and Safety Policy commensurate with this position.</li> </ul>
<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>Recognised building related skills, qualification and experience in at least one trade and demonstrate competency in others.</li> <li>Able to demonstrate Basic Health and Safety knowledge</li> <li>Full, current manual driving license.</li> <li>Ability to demonstrate a level of numeracy and literacy to the equivalent of Grade C English and Math's GCSE.</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>Demonstrating a wide range of trade skills in addition to primary trade – (plastering, tiling, plumbing, carpentry, glazing, groundworks, fencing). This list is not exhaustive.</li> <li>Practical experience in operating hand tools and light machinery.</li> <li>Information Technology – prior use, or understanding of mobile lpad devices.</li> <li>Track record of ensuring that work gets done correctly on time, first time.</li> <li>Experience of lone working and using own initiative.</li> <li>Understanding of working with a vulnerable client group.</li> <li>Working in and contributing to a multi-disciplined trade environment.</li> <li>Excellent technical ability, with good knowledge of the appropriate quality standards and building regulations.</li> <li>Good construction knowledge including health &amp; safety legislation.</li> </ul>
<b>Role Specific Skills &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>Positive and proactive problem solver with excellent decision making skills.</li> <li>Commitment to delivering a high quality service.</li> <li>Ability to work alone, and in a team.</li> <li>Ability to identify building defects and their remedies.</li> <li>Strong commitment to high quality customer service, and seeks opportunities to improve.</li> <li>Will be flexible and adaptable in their approach to work.</li> <li>Strong desire to learn and develop the Midland Heart missions, objectives and values.</li> <li>Embraces change.</li> <li>Understanding of and commitment to the principles of equality &amp; diversity.</li> </ul>