

Role Profile

Role Title:	Multi-trade Operative
Department:	Assets & Delivery – In-house Maintenance
Role Purpose:	A mobile multi-tradesperson responsible for diagnosing and completing a broad range of 'right first time' responsive repairs and planned property maintenance works, across Midland Heart's occupied and void homes.
Reporting to:	Technical Maintenance Surveyor
Responsible for:	N/A
Disclosure level:	Enhanced
Role Level:	Frontline Worker

Key Role Responsibilities	<ul style="list-style-type: none"> • Diagnosing and completing a broad range of 'right first time' responsive repairs and planned property maintenance works, across Midland Heart's occupied and void homes. • Ensuring all works are completed in compliance with current building / construction regulations and legislative requirements. • Ensuring all works are conducted in compliance with current health & safety legislation, with method statements and risk assessments undertaken where appropriate. • Meeting or exceeding all KPIs including (but not limited to) customer satisfaction scores, productivity levels, quality of work, 'right first time', recalls and appointments kept. • Ensuring efficient procurement of any material items from our partnering suppliers. • Ensuring your vehicle is clean and maintained as required. • Participating in the delivery of an effective out of hours emergency repair service on a rota basis.
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Education, Qualifications & Training	<ul style="list-style-type: none"> • Achieved a minimum of grade C GCSE in English & Mathematics or able to demonstrate an equivalent level of ability. • Holds a recognised building related qualification in at least one trade and able demonstrate competency in others. • Holds a current full manual driving license.
Knowledge &	<ul style="list-style-type: none"> • Experience of applying a broad range of multi-trade skills in addition

Experience	<p>to expertise in a primary trade – having applied these in a property maintenance or repairs context. These may include, but aren't limited to plastering, tiling, plumbing, carpentry, glazing, groundworks and fencing.</p> <ul style="list-style-type: none"> • Practical experience in operating hand tools and light machinery. • Understanding of IT packages including Microsoft Office, in addition to the functionality and use of mobile devices including smart phones and tablets. • Strong knowledge of relevant quality standards and building regulations. • Strong knowledge of relevant Health & Safety laws and practices.
Role Specific Skills & Behaviours	<ul style="list-style-type: none"> • An ability to diagnose and complete a broad range of repairs and planned property maintenance works. • Excellent communication skills, with the ability to engage and inform customers, and manage expectations effectively. • Positive and proactive problem solver with excellent decision-making skills. • An ability to work alone and as part of a team. • Commitment to delivering a high quality, customer-focused, right-first-time service. • Embraces change, with a flexible and adaptable approach to work.