

Multi-trade Operative (with plumbing)

Team	Salary
Location Based Services	£38,660
Team responsibility	Line manager
Not applicable	Maintenance Team Leader

The job in a nutshell

This role contributes to the Beyond Housing strategic goal to provide affordable homes where people feel safe and secure.

You will enable and contribute to the delivery of a reliable, quality repairs and maintenance service for our customers, taking ownership of resolving issues and delivering on our customer promises.

You will complete jobs associated with **2** or more core trades to ensure that we deliver an efficient service that contributes to high levels of customer satisfaction and reduces the number of visits required to complete repairs and maintenance tasks.

You will work collaboratively with housing and centralised service colleagues to drive continuous improvements to repairs and maintenance services.

Duties and Responsibilities

- Carry out repairs and maintenance work in plumbing plus 1 or more of the following additional core trades: joinery, glazing, plastering, groundworks, bricklaying or roofing.
- Carry out DIY level jobs in trades outside the scope of your 2 multi-trade competencies.
- Ensure all work activities inside and outside of customer homes are carried out safely and to a high quality in accordance with relevant quality and service standards, risk assessments, legislation and best practice.
- Champion continuous improvement by identifying opportunities to improve customer experience and increase customer satisfaction and trust.
- Remain compliant with Health & Safety Legislation and company Health & Safety management systems, to ensure the safety of yourself, your colleagues, customers and the public.
- Ensure that vans are well stocked with materials required to complete works, maintenance issues are reported and of plant machinery and vehicles are always secure.
- Use technology issued to enable effective services and customer communications whilst adhering to our ICT policy
- Attend all training, briefings and 121's with your line manager to ensure that your knowledge and competencies are maintained to enable you to perform well in your role.

Version No	Revision Date	Reason for Revision	Job Evaluation Number
1	October 2026	Initial Version	

- Ensure all activities are carried out in accordance with organisational policies, procedures, relevant legislation and regulatory requirements.
- Comply with our HR policies and procedures whilst completing tasks associated with your role and responsibilities.

The above list is not an exhaustive list of the duties required. You will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

What you'll bring to the team/role

Skills, knowledge and experience

- Ability to complete works associated with 2 more trades in full
- The ability to plan and organise the right materials for your work for the day to ensure that customers receive the best service possible

Competencies

- **Customer focus** - Considers customer needs, builds trusted relationships, drives service excellence, and leads improvements
- **Working together and communication** - Drives and clear communication between teams, coaches others, and builds a culture of respect
- **Takes ownership and delivers results** - Takes ownership for tasks, anticipates and mitigates risks, drives accountability, and builds a transparent, delivery focused culture
- **Problem solving and continuous improvement** – solves problems, drives improvements, engages in continuous improvement across teams
- **Adaptable and flexible** - Anticipates and responds effectively to change, supporting others to adapt, learning quickly, and role modelling flexibility
- **Risk Based thinking** - Proactively identifies and considers risks and opportunities, embeds risk aware decision making, coaches others in effective risk management, and strengthens organisational resilience

Qualifications

- Competence in 2 or more trades demonstrated by work quality assessments or the relevant qualifications.
- A full UK driving license

It's a bonus if you also bring

- The relevant qualifications for each of the core trades you are competent in
- Previous experience in working in a multi-trade role

NB: We are committed to supporting people who have a disability. If you have a disability, we will work with you to identify reasonable adjustments which may help you perform the role effectively, where appropriate.

