

# Multi-Trade Operative

<b>Team</b> Maintenance Team	<b>Salary</b> Multi-trade
<b>Team responsibility</b> Not applicable	<b>Line Manager</b> Maintenance Team Leader

## The job in a nutshell

You will support the delivery of one of the main goals of Beyond Housing: provide affordable homes where people feel safe and secure. Working within our customers’ homes you will diagnose and carry out repairs and maintenance work, associated with **2 or more core trades** from the following: bricklaying, roofing, joinery, plastering and glazing. You will also carry out all other minor building works required (DIY level services) across all the trades. You will work to a high standard and aim to achieve first time fixes where possible.

## Duties and Responsibilities

- Carry out all major repairs, maintenance and application tasks, both internal and external, related to 2 or more core trades.
- Carry out minor building works across all trades.
- Work collaboratively with housing and centralised service colleagues to drive continuous improvements to repairs and maintenance services.
- Ensure all activities are carried out in accordance with relevant risk assessments, legislation and best practice.
- Complete all necessary documentation and promptly return completed documentation to the Team Leader.
- Deliver service in accordance with the company repairs and maintenance operating standards.
- Provide the service to the customer in line with the company customer standards and quality standards.
- Ensure compliance with health & safety legislation and the company health & safety management system, for the safety of yourself, your colleagues, customers and the public.
- Ensure the maintenance and security of tools, equipment and vehicles as and when required.
- Use technology issued to enable effective services and customer communications whilst adhering to our ICT policy

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1	February 2025	Initial Version	

- Attend all training, briefings and 121s with your line manager to ensure that your knowledge and competencies are maintained to enable you to perform well in your role.

**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**

- An effective communicator with a professional and customer focused attitude
- Proven experience in, and in-depth knowledge of, at least two of the listed trades, with working knowledge of the others
- Able to undertake basic tasks in additional trades to a good standard to enable first time fix
- Competent in use of both hand and power tools
- Able to work unsupervised and on own initiative
- Able to recognise problems and make decisions
- Competent with the use of information technology, i.e. PDA or tablet device
- Good general knowledge of health & safety

### **Qualifications**

- Appropriate NVQ Level 2 or equivalent in at least one of the relevant trades
- Full competence in 2 or more trades (demonstrated by work quality assessments or relevant qualifications).
- Full driving licence.

### **It's a bonus if you also bring**

- Experience of working in occupied properties
- Experience of working at heights and knowledge of safety requirements

*NB: If you have a disability we may explore reasonable adjustments with you.*