

## Job Description



**Post: Trainee External General Builder/  
progressing to Multi-Trader**

<b>JOB DETAILS</b>	
Reports to:	<b>Assistant Delivery Manager</b>
Department:	<b>Asset Management</b>
Division:	<b>Operations</b>
<b>JOB PURPOSE</b>	
	To carry out an external repair and maintenance service, with progression via in-house training to become a multi-trader in order to deliver a "right first time" approach to repairs, and ensure quality standards and customer satisfaction targets are maintained.
<b>DUTIES</b>	
	To act in a professional, courteous, and considerate manner whilst representing mhs homes.
	To work in conjunction with management in ensuring key business performance indicators are met, particularly around customer care and satisfaction and the reduction in "call backs" by ensuring a right first time approach to the repair.
	To ensure that you work safely and in accordance with the company health and safety policies and comply with all the relevant method statements and risk assessments applicable to the job role.
	To be able to lift weights to current industry standards and be able to work at heights when required.
	To be responsible for the routine maintenance check of your mhs vehicle, including the responsible management of van stock.
	To be included in the emergency call out rota or cover when required.
	To work efficiently and be cost effective by ensuring the maximising of productivity in the role through ensuring the best use of time and materials
	The use of mobile technology in the receiving and completing of repair requests, embracing both new technology and the continuation of personal training and development as required by both the employer and the needs of current legislation.
	Whilst this job description attempts to cover the main duties and responsibilities of the post it is not exhaustive. The post holder is therefore expected to undertake any other reasonable duties within the capabilities and scope of the post as specified by their line manager. In such circumstances appropriate training will be provided.
<b>EQUALITY &amp; DIVERSITY</b>	
	All employees must be committed to and actively promote mhs homes Equality and Diversity policy and procedures to value and respect diversity in all aspects of their duties relating to staff, customers, contractors/ consultants and external agencies

<b>ENVIRONMENTAL</b>	
	All employees are required to fully meet the requirements of the quality and environmental management system and ensure that all business objectives concerning sustainability and continuous improvements are met
<b>HEALTH &amp; SAFETY</b>	
	Employees must take reasonable care of their own health and safety and that of others who might be affected by their behaviour and attitude in the workplace.
	Employees must cooperate with management to comply with health and safety policies and legislation.
	All employees are required to immediately, or as soon as it is safe to do so, bring to the attention of management any perceived short coming in <b>mhs homes'</b> safety arrangements, any defects in equipment or other dangers.
<b>LONE WORKING ARRANGEMENTS</b>	
	The duties and responsibilities of the post will require you to operate as a lone worker. All staff must comply with the <b>mhs homes</b> lone worker policies applicable to the Job.
<b>CARE STANDARDS ACT (2000)</b>	
	A Disclosure Report is required for this post and employment is subject to satisfactory findings. The level of Disclosure determined as appropriate in this instance is basic.
	This will be via the Disclosure Scotland. You will not be asked to authorise a Disclosure Report Request unless made an offer of employment.

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