

Job title:	Advanced Multi-Skilled Operative
Directorate:	Abri Home Care
Date written:	05/03/2021

Purpose of job

Reporting to the Minor Works Supervisor, completing a wide variety of trades tasks to a high standard with an emphasis on delivering an efficient repairs service to Abri customers. Providing excellent customer Service with a positive attitude being at the heart every job completed.

Key duties and responsibilities

- Competent to complete all carpentry, plumbing and other trade tasks at an advanced multiskilled level and in accordance with the Skills Awards L3 NVQ Diploma in Maintenance Operations or equivalent. Tasks include plumbing, carpentry, masonry, tiling, plastering both internally and externally to Abri properties and communal areas.
- Ensure compliance with health and safety to ensure that work is carried out in accordance with relevant service standards, building regulations, relevant legislations and codes of practice, to include use of all PPE
- To liaise with customers and other colleagues, as appropriate, to ensure all relevant individuals are aware of progress and action taken. In more complex cases to refer the matter to a senior member of staff to identify the necessary remedial action.
- Provide a high-quality service to Abri customers and maintain a good customer relationship, acting as ambassadors for Abri.
- Deliver works on time within given priorities and attempt to carry out repairs first time.
- Ability to use and apply a 'Schedule of Rates' for job costing repairs and ensuring repair orders are varied to correct value.
- To cover out of hours emergency call out in accordance with the departmental rota or attend to emergencies out of hours when required.
- Complete and maintain paperwork and records accurately in accordance with Abri policies and procedures. Using the appropriate device or information technology hardware.
- Procure job related materials from our preferred suppliers in accordance with Abri's value for money ethos. Maintaining a comprehensive stock of materials within the works vehicle, completing works in the most cost-effective manner.
- Maintain the works vehicle in good condition, keep it clean and carry out regular vehicle safety checks reporting any defects to the Fleet Manager & Support team.

- To assist all other trades as and when required ensuring that residents receive the best possible quality service.
- To operate multi-task working where required and where skilled/trained to do so. To undergo any training needed to widen your skill level if required.
- To carry out other reasonable duties and responsibilities within the overall function, in relation to the grading and level of responsibilities of the post.

Knowledge, skills and experience required

- Competent to complete to a high standard a wide variety carpentry, plumbing and other trade tasks at multiskilled level
- Demonstrable experience with a variety of carpentry and plumbing works across a variety of properties
- C&G or NVQ level 3, or time served experience in either carpentry or plumbing.
- Experience of working as part of a trade team delivering to tight timescales
- Ability to accurately record work undertaken, record hours, materials and costs. This may be via paper or electronic submission
- Driving licence
- Ability to undertake physically demanding work
- Demonstrates Abri's Values and Behaviours