

JOB DESCRIPTION

POST TITLE:	MULTI-SKILLED BUILDING MAINTENANCE OPERATIVE
POST NUMBER:	HB05
GRADE:	F
RESPONSIBLE TO:	BUILDING MAINTENANCE TECHNICIAN,
RESPONSIBLE FOR:	Vehicle material stock
LIAISON WITH:	Technical Officers, Tenants, Call Centre, Repairs and Maintenance Manager, Council Staff, Public and Private Sector Clients.

KEY CORPORATE ACCOUNTABILITIES:

The post holder will undertake repairs and maintenance work for the Council and Council Tenants, and will promote the Council's aims and objectives in the provision of a professional service.

KEY SERVICE ACCOUNTABILITIES:

1. Diagnose and rectify faults with core and other trade related repair requests.
2. To ensure that the quality of work meets the highest standards at all times.
3. Carrying out all core and other trade related repairs as instructed.
4. Support all trades to deliver a professional and safe maintenance and repairs service to Tenants.
5. Respond swiftly to all trade emergency situations and resolve them efficiently.
6. To voluntarily participate in the Council's out of hours emergency responsive repairs service and to carry out repairs to all trade works as instructed.
7. Undertake all work efficiently and cost effectively, minimising non-productive time wherever possible and reporting any difficulties encountered to the Building Maintenance Technician.
8. Ensure that works are carried out in accordance with the Occupants Charter and any relevant regulations.
9. Risk assess and plan each job on site.
10. To carry out "trade makes good " practise to avoid unnecessary return visits to properties.
11. To be responsible for any assigned vehicle's maintenance checks on a daily basis, reporting defects or similar to the Fleet Manager as soon as possible.
12. Maintain tools, plant and equipment in a clean and workable condition.
13. Maintain vehicle stock levels and replenish as necessary.
14. Maintain accurate records of works undertaken including job tickets and timesheets and other required paperwork

OTHER DUTIES: In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

HEALTH AND SAFETY: The Council has a health and safety policy, which outlines its responsibilities as an employer, and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

The post holder must comply with industry regulations and Health and Safety legislation, policy and procedures.

DATA PROTECTION: It is the responsibility of the Post holder to ensure that the section's requirements for compliance with the Data Protection legislation are met.

EQUAL OPPORTUNITIES: The Council is committed to providing equality of opportunity, and has an Equal Opportunities Policy, which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the Policy.

MID DEVON DISTRICT COUNCIL'S REQUIRED COMPETENCIES



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

Seeing the Big Picture	<i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i>
Changing & Improving	<i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i>
Making Effective Decisions	<i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i>
Delivering Quality, Value & Pace	<i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i>
Leading by Example	<i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i>
Communicating & Influencing	<i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i>
Building Capability	<i>You focus on continuous learning and development for self, others and the organisation as a whole</i>
Collaborating & Partnering	<i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i>

The above competencies should be read in conjunction with the listed policies below. Managerial roles should pay special attention to the expectations of managers as set out within the staff charter.

The Code of Conduct, The Dignity at Work Policy, The Nolan Principles and The Staff Charter

PERSON SPECIFICATION

MULTI-SKILLED BUILDING MAINTENANCE OPERATIVE

	ESSENTIAL	DESIRABLE
Qualifications and Experience:	<ul style="list-style-type: none">• City & Guilds / NVQ 3 in core trade• Or demonstrable experience• Proof of competencies (see attached list Appendix A)• Construction Skills Certification Scheme or equivalent certification• 17th Edition Qualified• City & Guilds 2391 Inspect and Test	<ul style="list-style-type: none">• Demonstrable post qualification experience• Experience in responsive repairs maintenance• Other trade qualifications• Joint Industry Board Certificated
Knowledge and Expertise:	<ul style="list-style-type: none">• All trade defect diagnosis• Building regulations	<ul style="list-style-type: none">• Experience of tenanted property repairs
Skills:	<ul style="list-style-type: none">• Able to communicate clearly• Able to apply numerical calculations	<ul style="list-style-type: none">• Familiar with new related technology and hand held computers
Personal Attributes:	<ul style="list-style-type: none">• Confident and self motivated• Able to work as part of a team• Diligent• Willing to learn and develop• To show and use initiative to solve problems• Commitment to Customer care• Ability to work within set targets• Committed to equality of opportunity and understanding of diversity issues	<ul style="list-style-type: none">• Proactive approach to work• Diplomacy / ability to deal with conflict• Accept responsibility
Special Requirements:	<ul style="list-style-type: none">• Full driving licence	

Appendix A Multi-trade Electricians skills and qualifications requirements.

Advanced skill / knowledge

- City and Guilds Advanced Craft indentured apprenticeship / NVQ Level 3
- City and Guilds 2391 and 2381 qualified
- NICEIC approved electrician
- ECS certified
- HETAS awareness qualification and solid fuel controls installation and maintenance
- Mechanical and electrical installation maintenance
- Heating system specification and engineering
- Historic building renovation.
- Reading and understanding working Engineering and schematic drawings
- Diagnosing damp problems and causation. Offering advice to Tenants and technical staff.

Multi-skill / knowledge

- Whole room tiling. Setting out and tiling around fittings.
- Construct brick/blockwork to make good up to 1m²
- Patch and repair plastering up to 1m²
- Patching floor tiling – vinyl and quarry tiles.
- Drainage clearance, repair and fault diagnosis.
- Basic carpentry skills, eg Boarding up windows, hanging doors, floorboard replacement, lock changes
- Basic plumbing installations, eg kitchen sinks
- Draining, isolating and stripping plumbing systems.
- Minor kitchen fitting.
- Emergency out of hours service:
 - Fault diagnosis for all trades
 - Council representation
 - Unsocial hours response
 - Lone worker situations
- Gutter repair and replacement.
- Knowledge of regulations, eg building regulations, fire regulations that effect decision making and work on site for all trades.
- Decoration works following repairs
- Unblock wc, drain clearance and fault diagnosis.