



**Multi-Skilled Operative
(Bathrooms, Shower Rooms
and Kitchen Installation)**



Job description – Multi-Skilled Operative (Bathrooms, Shower Rooms and Kitchen Installation)

Reporting to the Planned Maintenance Manager

People responsibility

- Direct reports = 0

Work Location: On-site across group locations

Summary of role:

The role of Multi-Skilled Operative plays a key part within our Property Plus Planned function. The role carries out the removal and installation of Bathrooms, Shower and Wet Rooms and Kitchen Installations to the Group's properties as necessary, which enables the operational delivery of the following organisational priorities:

- Delivering more for our customers
- Having the capacity to build more homes
- Being a great place to work for our colleagues
- Being a financially resilient business
- Being a key influencer in the region

The Multi-Skilled Operative role has responsibility for role modelling and embedding our valued behaviours, and supporting the wider business to develop a positive, inclusive and engaging culture:

- Own it – Make it happen
- Improve it – Move things Forward
- Live it – Show understanding and compassion

Key areas of responsibility:

- To carry out all the traditional duties of a multi-skilled fitter, primarily wet trades, but also including carpentry work to boxing, bath panels, studding, skirtings, and doors plus related finishes. A primary part of this work will involve wall and floor tiling to an excellent standard, including installing shower trays and fitting kitchen worktops.
- To ensure all work is completed to an excellent standard. Where further work is required contacting Supervisors and agreeing on site with customer. Leaving all sites clean and safe at the close of each day's work shift. To be flexible around working hours to ensure that works are left at a suitable point each day. This will also include similar works to empty properties and schemes.
- To carry out work according to instructions and to a high-quality standard, and to meet targets set out within the group's agreed timescales. To keep materials usage to a minimum consistent with required quality standards and maintain good clear communication channels with Team Leaders and Managers.
- To ensure that work is carried out in accordance with all Health and Safety at Work regulations and codes of practice, and are always implemented on site, including wearing protective clothing and safety equipment as supplied, and to attend training as required.
- To provide technical advice, suggestions and recommendations and resolve issues in a timely manner

- To ensure the reputation of the company is maintained through a professional image and customer service.
- To collect any necessary van stock /goods from stock or from suppliers.
- To ensure that all tools, vehicles, equipment, and plant used are kept in good, clean working order and serviced regularly

Additional responsibilities:

➤ **Health and Safety:**

In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Line Manager and Safety Representative achieve our Health & Safety aims and objectives, you will be conversant with the Current Health And Safety Policy on the Intranet in particular the Statement of Intent and section 5.6 and 5.7 of the Policy "Health & Safety Responsibilities".

- Responsible for ensuring that all of the Group's Health and Safety policies and procedures are fully implemented and adhered to

➤ **Data Protection:**

- To follow the Data Protection principles in all work activity
- To attend any training specific to the role regarding GDPR

No job description can be entirely comprehensive, and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Person Specification

What do I need to be successful as the Multi-Skilled Operative:

- Previous experience as a multi-skilled tradesperson
- Experience of working within a team
- Demonstrate good planning and organisation skills, ability to make decisions
- Be flexible with working hours
- Be willing to travel to other offices and sites across Staffordshire and Shropshire

This post requires the post-holder to carry out duties of a physical nature, within defined manual handling restrictions. These could include one or more of the following:

- Manual physical work including (but not limited to):
- Installing sanitary ware to bathrooms and shower rooms. Plumbing works to bathrooms including some drainage work.
- Installation of kitchens wall bases, units and worktop installation.
- Floor and wall tiling to excellent standards.
- Carpentry works to boxing, easing doors and fitting skirting's and panelling.
- Working on site in customer's homes and communal schemes, and empty properties.

Additional specialist skills and qualifications to be successful in this role:

- NVQ or City and Guilds in relevant trade (essential)
- Full clean driving licence (essential)

Training and Development:

In line with our Group values 'Own it, Improve it, Live it' you will receive a role specific training plan to support you in the role of Multi-Skilled Operative.

You will be required to complete continuous professional development, to further support your role and the Group.