

Job Description and Person Specification

Multi -Trade Operative

A Lambeth to be proud of



Job Title: Multi-Trade Operative
Grade: SO2
Department: Housing
Division: Community Work
Business Unit: Community Work
Reports to: Working Supervisor
Responsible for: Apprentice Operative

Context:

The Multi Trade Operative will be an integral part of Lambeth Council's Community Works Direct Labour Organisation (DLO), contributing to the delivery of a high-quality housing repairs and maintenance service. Working within a multi-disciplined team, the postholder will carry out a wide range of internal and external repairs, maintenance, and installation works to homes and communal areas, ensuring all tasks are completed to a high standard, within budget, and in line with health and safety requirements. The role requires professionalism, flexibility, and a customer-focused approach to meet the needs of residents and achieve first-fix objectives. Applicants must hold an NVQ Level 2 qualification in a core trade either Carpentry or Plumbing and possess additional skills in at least one other trade discipline such as plastering, bricklaying, decorating, or groundwork. Through effective planning, communication, and commitment to best practice, the postholder will help maintain safe, well-presented homes and contribute to the overall success of the DLO's housing repairs service.

Job Purpose:

The postholder is responsible for being part of a multi-disciplined works team within the housing repairs function, delivering effective repairs within the cost and quality parameters of the DLO ensuring health and safety compliance and best practice. To work in a professional and flexible manner that meets the demands of customers.

To carry out all types of repairs and maintenance works both internally and externally. Applicants must have NVQ Level 2 core trade as either a carpenter or plumber with additional skills sets in at least one other trade discipline. Delivering high quality repairs and maintenance services, including new installations, maintenance and remedial works in

order to complete projects to the customer or client satisfaction as directed by your line manager or other nominated designate.

Responsibilities:

1. To carry out all types of repairs and maintenance works both internally and externally and remedial works in order to complete projects to the customer or client satisfaction as directed by line manager or other nominated designate.
2. Undertake associated duties as agreed in the flexible working agreement in order to contribute to DLO first fix objective.
3. Ensure all repairs and maintenance activities completed are of a high quality, are compliant and adhere to delivery standards and meet all legal, H&S and regulatory standards.
4. Plan and organise your work in an economical and effective manner, making the best use of your available time, plant, transport and materials in accordance with specified company priority response times.
5. To operate within a scheduled appointment system including liaison with customers, other team members in order to effectively undertake works.
6. Use all necessary tools plant and equipment associated with the post and repairs and maintenance, aids and adaptations duties undertaken.
7. Manage materials as effectively as possible with regards to minimising waste, choice of specification and logistics.
8. To undertake pre-measuring work in order to assess works required and ensure its completion.
9. Use a company issued PDA where provided to carry out the job role e.g. receiving instructions, accurately completing works orders, general communications and ordering materials. Where there is a requirement complete any necessary paperwork related to the repair.
10. Take ownership for each repair updating the customer with reasons when it is not possible to complete a repair immediately. Communicate with call centre / DLO Supervisor to agree arrangements with customer to complete the repair.
11. To drive company vehicles in a careful professional manner and take care of your allocated vehicle by completing weekly inspections and weekly cleaning of vehicle, in accordance with all company procedures.
12. Maintain and operate an agreed range of stock and equipment within the vehicle provided to ensure there is suitable stock available to achieve first fix targets.

13. Develop excellent relationships with tenants / leaseholders and deliver high quality service to achieve high levels of customer satisfaction. Develop and maintain relationships with other stakeholders whilst providing the works service.
14. Interact with the other contractors to ensure that repairs are met by the appropriate team and that the customer is always aware who is carrying out the repair.
15. Undertake individual or corporate training and development in association with your role and duties.
16. Liaise as required with customer services advisors, other area of the business or contractors to ensure the work is properly co-ordinated and the necessary works are fully completed.
17. Be aware of risk assessments and method statements relating to own area of work and to work in safe manner taking account other people's health and wellbeing.
18. Ensure the observance of all statutory and local safety, health and environmental precautions and report immediately any accidents or breaches of safety procedures to your line manager in accordance with the company policies.

The post holder will have demonstrated core trade with NVQ Level 2 equivalent qualification from the following list:

Carpentry / Plumbing

With cross trade flexibility in at least one of the following trades:

Plumbing, Carpentry, Drainage, Groundwork, Glazier, Plasterer, Bricklayer, Painter & Decorator

PERSON SPECIFICATION

Multi -Trade Operative (SO2)

It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A). You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted. If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Tick" (✓) on the person specification when you complete the application form.			Shortlisting Criteria
<i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			
Key Knowledge	K1	Qualified in all aspects of one specific core trade either Carpentry / Plumbing works including internal / external and adaptations work	✓A
	K2	Ability to interpret workload and update work planners with any changes to agreed timescales	
Relevant Experience	E1	Previous experience as a qualified core trade either Carpenter / Plumber + one additional trade skill set	✓A
	E2	Experience of service delivery to customers, putting the customer first and communication in a polite clear manner	
	E3	Experience of using handheld technology to receive and complete repairs (PDA)	✓A
Qualification		NVQ level 2 – either Carpentry / Plumbing	✓A

Core Values and Behaviours		Equity • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals.	
		Kindness • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that	

		impact on them, working together to find solutions.	
		Accountability • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs	
		Ambition • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes	

		• I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.	
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