

Job Description and Person Specification

DLO FRA MULTI-TRADE OPERATIVE

A Lambeth to be proud of



Job Title: FRA Multi-Trade Operative

Department: Housing

Division: Housing Services

Grade: SO2

Reports to: FRA Supervisor

Responsible for: N/A

Context

The FRA Multi-Trade Operative role sits within Lambeth Council's Community Works Direct Labour Organisation (DLO), delivering essential maintenance, repairs and improvement projects across the borough's housing stock.

Community Works delivers essential maintenance, repairs, and improvement projects that make a real difference in local communities. The service supports the safety and upkeep of Lambeth's neighbourhoods through high-quality repair and maintenance services.

Job Purpose

To work as an FRA Multi-Trade Operative within Lambeth Council's Community Works DLO carrying out Fire Risk Assessment (FRA) remedial repairs across the council's housing stock.

Responsibilities

1. As part of a multi-disciplined team, deliver high-quality FRA-compliant repairs within set cost, quality and safety parameters, ensuring all remedial works meet BM Trada standards and current fire safety regulations.
2. Work closely with the FRA Supervisor, Manager and Planners to complete multi-trade remedial works efficiently and to a "right first time" standard.
3. Use handheld devices to manage and prioritise work orders.
4. Carry out all types of FRA-compliant repairs and maintenance works internally and externally.
5. Complete internal and external repairs, maintenance, installations and remedial works to a high standard and in line with customer satisfaction expectations.
6. Maintain compliance with health and safety, legal and regulatory standards and follow best practice.
7. Plan and organise workloads effectively, ensuring efficient use of time, materials, transport and equipment to meet response targets.

8. Use PDAs or other systems to receive instructions, record completed work and manage materials.
9. Maintain vehicle stock levels to support first-fix completion and uphold vehicle care and safety standards.
10. Communicate professionally with customers, colleagues and supervisors, taking ownership of each repair and providing clear updates.
11. Build strong working relationships with residents, stakeholders and contractors to deliver excellent customer service.
12. Participate in training and development to maintain skills and support flexible multi-trade working.
13. Travel between sites across the borough as required.
14. Complete BM Trada fire-door installation and maintenance training, consisting of an initial two-day course followed by approximately nine months of site-based assessments.

PERSON SPECIFICATION

<p>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).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>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 "Ticks" (✓) on the person specification when you complete the application form.</p>		Shortlisting Criteria
<p><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></p>		
Key Knowledge	K1	✓A
	K2	
	K3	✓A
	K4	
Relevant Experience	E1	✓A
	E2	
	E3	✓A
	E4	✓A
	E5	
Qualification		✓A

CORE VALUES AND BEHAVIOURS



- 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.

- 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.



- 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 through 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.

Accountability behaviours



One Lambeth
CONNECTED BY PURPOSE

Ambition behaviours



One Lambeth
CONNECTED BY PURPOSE

- 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.