MULTI TRADE OPERATIVE

BASED IN IPSWICH, COVERING SUFFOLK & ESSEX

£23,310 TO £25,900 PER ANNUM, 40 HOURS PER WEEK

The Internal Maintenance Service (IMS) is responsible for delivering a high quality and cost-effective facilities management and property repairs service for the Sanctuary Group. We are looking for a Multi Trade Operative to provide an effective maintenance and repairs service across three or more trade specialism's but primarily in plumbing to cover the Ipswich, Suffolk and Essex areas, based from our Ipswich Office.

You will undertake allocated repairs, modernisation or other associated works within agreed timescales to a high standard whilst working under minimal supervision. Using analytical and trade skills to diagnose faults and deliver effective solutions to our customers, you will also be responsible for maintaining good levels of van stocks and for procuring materials from our Supply Chain merchant. All work will be issued via a Personal Digital Assistant (PDA) and you will use this to record progress and completions of jobs. Working within appropriate Health and Safety regulations you will ensure the environment, property and occupants are safe and secure at all times.

All applicants must be in possession of a full UK driving licence and must have previous checkable experience within a construction/building/maintenance background covering at least 3 trades, primarily plumbing as well as carpentry and wet trades.

A company van and power tools (where applicable) will be provided for business use only.

Excellent benefits include 24 days annual leave and a pension scheme.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SHA2403.

Closing date: 5pm on 29th February 2012

Building Equality and Diversity

We work closely with the Home Office in order to prevent illegal working.

An enhanced police criminal records disclosure will be necessary in the event of a successful application which we will pay for.

Sanctuary Housing Association is an exempt charity.

INVESTORS IN PEOPLE

POSITIVE ABOUT DISABLED PEOPLE

MULTI-TRADE OPERATIVE

Reports to:	Trade Supervisor
Scope:	▪ Home based role with travel to sites as required ▪ Lone working within occupied premises and/or working outdoors in all weathers completing physically demanding work ▪ Unsocial hours working may/will be required (e.g. weekends, standby)
Job Purpose:	To provide an effective maintenance and repairs service across one or more trade specialisms that meets contract and customer expectations

CONTEXT

This job sits within the Internal Maintenance Services team based in the Ipswich region(s), which is a key section of the Property Services division. The division is responsible for delivering a high quality and cost effective facilities management and property repairs service throughout the UK.

The job holder will undertake allocated repairs, modernisation or other associated works within agreed timescales and to the required standard whilst working under minimal supervision. Work will be allocated to the job holder via a Personal Digital Assistant (PDA) and they will also use this to record progress and completion of jobs. They will be expected to use analytical and trade skills to diagnose faults and deliver effective solutions to customers, ensuring effective communication on progress at all times. They will also be responsible for maintaining stocks of work materials required and ensuring accurate records are kept of both usage and requisitions. The job holder is required to operate within the appropriate organisational policies and procedures, including health and safety regulations ensuring the working environment, property and occupants are safe and secure at all times. This is not an exhaustive list and other duties requiring similar skill levels may be required.

The job holder will take care of their own safety and that of other people, co-operate with the organisation in matters relating to health and safety and not interfere with or misuse anything provided for their health and safety. They will be required to operate within the appropriate health and safety regulations ensuring the working environment, property and occupants are safe and secure at all times. They will also be responsible for reporting anything that may pose a risk to the health and safety of themselves or others.

The job holder will support the delivery of the Group's key business objectives through the delivery of their key accountabilities as follows:

KEY ACCOUNTABILITIES

1. Carry out construction, fault fixing and maintenance duties in accordance with contract and service specifications.
   Measure: Timely completion of allocated duties within contract specifications

2. Provide accurate and timely information on progress and advice that is easily understood by the customer and ensure accurate daily work records are completed.
   Measure: Customer feedback, records accurately completed

3. Respond positively to complaints and breakdowns in service delivery to meet customer expectations in accordance with contract and service specifications.
   Measure: Customer feedback and service delivered to contract specifications and electronic and paper records accurately updated

4. Resolve problems or set into motion the means of resolution, ensuring customers are kept informed, in line with agreed processes and within contract and service specifications.
   Measure: Number of queries resolved against those outstanding and customer feedback

5. Ensure tools and equipment are maintained in good condition and stocks are replenished as needed in accordance with the agreed requisition procedures and budgets.
   Measure: Required tools and equipment available and in good working order as needed

RESOURCES

Finance	None
Staff	None
Other	Company van for business use only Use and maintenance of tools, equipment and stocks Service provision to one Region

PERSON SPECIFICATION

Competencies

Adaptability	Accepts that people may have different opinions about issues to your own and listens to these with an open mind. Is willing to change own view based on new information.
Communicating and Influencing	Demonstrates appropriate two-way communication, listening and asking questions to check understanding of self and others; uses clear plain English, whether verbally or in writing to convey messages and/or technical information.
Continuous Improvement	Monitors own performance against a self-imposed standard of excellence to ensure work is adding value and goals are being met.
Customer Service	Takes personal responsibility for resolving customer service issues.
Decisiveness	Reacts to issues as and when they arise, operating within own level of decision-making authority.
Problem Solving	Understands problems by linking different elements (e.g. A leads to B) or by recognising similarities / differences with problems experienced before and identifies possible solutions.

	Essential	Desirable
Qualifications and Attainments		
▪ City & Guilds qualification, NVQ3 and relevant experience in one or more relevant trades	√	
▪ Qualification or certification in Health and Safety e.g. Construction Skills Certification Scheme (CSCS), Health and Safety passport scheme		√
▪ Full, current driving licence	√	
Work Experience		
▪ Working to deadlines and prioritising work loads	√	
▪ Analysing and diagnosing problems and implementing effective solutions	√	
▪ Working knowledge of the application of Health and Safety legislation	√	
▪ Recent experience of undertaking a similar role	√	
Skills		
▪ Good communication skills including clear written and spoken English	√	
▪ Excellent interpersonal and customer care skills	√	
▪ PC literacy Ability to use and update computerised systems (including PDA) for work scheduling	√	