



COASTAL HOUSING GROUP

Multi Skilled Operative
Salary up to £32,752

Job Title:	Multi Skilled Trades Operative
Salary:	up to £32,752 <i>(plus £600 annual tool allowance, introduced upon successful completion of the probationary period)</i>
Hours of work:	40 hours per week
Base of work:	Your van (which will be provided) covering various Coastal sites

About Coastal

At Coastal we're a team in the truest sense of the word. We value relationships highly, so we invest in them daily. As a result, our workplace culture is open, trusting and respectful. It's also safe, which we think is pretty critical to encouraging new ideas and approaches.

We employ almost 300 people across southwest Wales and we trust every single one of them to know, and do, their work in the way that gets the best results for residents, the local community and the planet.

Coastal's vision is to provide homes and services that enable our tenants to thrive and the communities we serve to prosper, supported by growing our social business and extending the reach of our homes and services.

This is supported by our digital vision, which is to use technology to support and enable our aims and priorities, and to enhance our services, communication and interaction with customers and businesses across the communities in which we work. In doing this we will endeavour to create opportunities through our digital strategy for customer focus, innovation and sustainability.

Job Summary

We are looking for Multi-skilled Trade Operatives to join our highly motivated and successful in-house Repairs Team who do such a great job they're achieving a 94% satisfaction score so far this year!

As such you must be a qualified carpenter or plumber to apply for this role.

You will sometimes work on 'reactive' repairs which involves attending people's homes to carry out a variety of day-to-day repairs always ensuring high levels of customer satisfaction are achieved. You will be provided with a van and will be responsible for purchasing your own materials and managing your own stock to ensure you get the job done right first time where possible. Other times you will carry out larger works such as kitchen and bathroom upgrades in a reasonable time frame and to a high standard. You will also work in our vacant void properties bringing them up to a standard ready for someone to make that property a home.

You will be provided with a van and will be responsible for purchasing your own materials and managing your own stock to ensure you get the job done right first time where possible.

At all times you will adhere to good health and safety practices ensuring the safety of yourself, your colleagues and the people we serve.

You will be responsible for managing your jobs through an app on your company phone and liaising with the Scheduling Team so that jobs can be completed seamlessly maximizing the time and value for Coastal.

You are right for this role if:

- You have a minimum qualification of NVQ level 2 (or equivalent) in plumbing **or** carpentry and experience of working with both
- You have experience of working with large volumes and variety of day-to-day repairs and installing kitchens/bathrooms
- You are a great communicator with excellent listening skills and believe in nurturing healthy relationships and having open and honest conversations
- You demonstrate a social conscience and believe in putting the tenants first and doing what's right for them
- You have a great work ethic and enjoy taking responsibility for seeing a job through until the end
- You're the type of person who embraces change and can come up with new ideas on how we can improve things
- You thrive on using your own initiative to solve problems

Core Duties

- To carry out day to day repairs, kitchen/bathroom replacements and void works. Deliver a high quality and responsive multi-skilled maintenance repairs and replacement service across the Associations properties.
- To take responsibility for repair jobs ensuring they are seen through to completion to a high standard.
- To co-ordinate any repairs that are not complete and need returning to keeping residents, staff, etc. informed of any delay and timescales for completion.
- To keep residents informed of any on-going jobs where you have been unable to complete or access re-arrangements have to be made.
- To work in void (empty) properties and if necessary, liaise with other trades to ensure the work is completed within agreed timescales.

General Responsibilities

- To report any larger repairs outside the scope of your service to Maintenance Managers/Administrators or other Contractors and provide a diagnosis of the repair along with likely materials required.
- To arrange access and joint visits where necessary if additional contractors are required (ie., if carpenters, plumbers, gas engineers, rubbish removal, etc., is required as part of the repair work).
- To ensure any further repairs identified at properties are either undertaken whilst on site, rearranged for alternative dates or reported to the Scheduling Team should other trades or personnel be required.

- To maintain any reporting systems that the Group chooses to operate to monitor repairs and the effectiveness of the service. This may be a computerized IT system or a more traditional written system.
- To ensure your vehicle is kept well stocked and in an orderly and professional manner. To maintain levels of stock under your control to complete repairs where possible during the first visit and ensure correct procedures are followed and paperwork produced for the materials invoicing system.
- To alert the relevant Maintenance Manager where there are larger or more substantial works required at a property.
- To alert the relevant Housing Manager of any problems with a resident's occupation of a dwelling or who may require additional support or adaptations in order to be able to manage their homes.
- To take part in the operation of the repairs emergency out of hours service on a rota basis for which additional pay and/or time off in lieu will be agreed.
- To work alongside other Trades Persons (both Coastal and external) where two or more people or trades are required to undertake the work. To be willing to provide support and training as necessary where apprentices are used.
- To take the relevant training and tests to ensure your relevant CSCS card is up to date.
- To keep a record of any routine repairs that you may identify schemes where work can be undertaken during quiet periods.
- To deputise for other members of the Repairs Team as required by carrying out similar duties across the Group's housing schemes.
- To attend and participate in team meetings.
- To generally assist the Group's Officers with any tenant consultation or other exercise that encourages tenant participation and involvement.
- To undertake training as required, whether identified by self or others in the Group.
- To comply with Health and Safety regulations and the Group's working procedures.
- To treat colleagues and clients in a fair and non-discriminatory way.
- To carry out any other duties reasonably requested by the Group.
- You demonstrate a social conscience and believe in putting the customer first and doing what's right for them

Essential	Desirable	Multi Skilled Trades Operative
		Person Specification
Qualifications & Experience		
✓		Possess NVQ Level 2 (or equivalent) in Plumbing or Carpentry.
✓		Experience of working with the general public and a wide range of client groups
✓		Previous experience of undertaking multi skilled housing maintenance work (as per attached skills list) and carrying out large volumes of reactive repairs
✓		Demonstrable experience of efficiently completing work to a high standard and right first time.
Skills and Knowledge		
✓		Be aware of and comply with Health & Safety issues around maintenance repairs and when working in occupied properties
✓		Demonstrable experience of applying your experience of Repairs and Maintenance to property inspections.
✓		The ability to maintain and provide written records as required
✓		Experience of booking materials and associated invoices
	✓	Basic IT skills
Personal Qualities		
✓		Excellent communication skills including the ability to listen, mediate and negotiate
✓		Enthusiastic and motivated nature with the ability to motivate other members of the team
✓		Takes pride in producing high standards of work
✓		Acts with integrity and honesty
✓		Able to weigh up situations and act on them accordingly
✓		Receptive and responsive to change
✓		Good organisation of work and appropriate time management skills
✓		Able to work independently on own initiative and as part of a team
	✓	Experience of using own initiative to get the job done
✓		Ability to promote and develop healthy relationships
✓		Commitment to the values, aims and objectives of the Group
General		
✓		Full valid UK Driving licence
✓		Willing to undertake any training that will develop the role and themselves
✓		This post is subject to a satisfactory DBS Disclosure
✓		Prepared to take part in the emergency out of hours service as required
✓		Provide and maintain own power and other hand tools as required to carry

		out these trades
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Multi Skilled Trades Operative – Desired Skills List		
The ideal candidate will have good or some experience of the below skills but especially the skills in the carpentry and plumbing sections		
Carpentry		
		Repair or renew locks, ease and adjust internal and external doors
		Renew double glazed units, replace hinges and ironmongery to windows and doors
		Repair kitchen units generally
		Hang or ease and adjust internal doors
		Replace skirting boards, door linings, architrave, etc.
		Install new kitchen units incl. associated tiling and plumbing work
Tiling		
		Replace tiling to kitchen and bathrooms
		Patch repair work to walls, plastering, etc.
		Patch repairs to isolated areas of wall or floor tiling
		Lay new non-slip or vinyl flooring
Plumbing		
		Replace taps, washers, unblock sinks, etc.
		Repair minor water leaks / plumb in / attend to washing machine leaks
		Install new kitchen sinks (and associated work to worktops)
		Install bathroom suite(s)
		Install wet rooms
Decorative		
		Re-board ceilings or patch repair work to same
		Patch plastering to small or minor areas ready for decoration
		Decorate isolated areas after repair work
		Decorate larger areas (ceilings, walls, etc.)
External		
		Carry out patch repairs to paths, steps, etc.
		Repair sheds, glazing, etc.
		Renew fencing and associated work
		Lay paving and / or patio areas
		Build block work or brick work walls