



# Multi-Skilled Operative

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£33,408

Interested in making a change?  
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## About Beacon

Beacon Cymru results from the merger in January 2025 of Coastal Housing and RHA Wales: two respected community landlords with reputations for excellence, innovation and being a positive force in the communities where they work.

At Beacon 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 380 people across south west 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.

We aim to be a 10,000 home organisation for the future; one which constantly raises the bar to deliver improved services and homes for residents.

We aim to deliver a greater number of new, high-quality homes each year; we're focused on growth and investment in existing homes and services, and we're a more resilient organisation with a wider geographical reach.

Beacons have illuminated human history as symbols of hope, guidance, and connection. They've been used by countless cultures to communicate across vast distances; their glow unites people, providing direction, carrying messages, and marking celebrations.

Whether lit on hills, mountains or coastal cliffs, their enduring presence reflects a shared understanding, a shared purpose and the human desire to connect with others. We believe our name speaks to our past legacies and signals our intent to deliver change you can see in communities across south Wales.





**Job Title:** Multi-Skilled Operative

**Place of work:** Swansea, Neath, Port talbot, Bridgend, Carmarthen

**Hours of work:** 40 hours per week (plus out of hours cover, rota basis)

## Job Summary

We are looking for Multi Skilled 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 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 Beacon.



## **You are right for this role if:**

### **Daily Responsibilities**

1. To carry out day to day repairs, kitchen/bathroom replacements and void works.
2. Deliver a high quality and responsive multi-skilled maintenance repairs and replacement service across the Associations properties.
3. To take responsibility for repair jobs at a high standard.
4. To co-ordinate any repairs that are not complete and need retuning to keep residents, staff informed of any delay and timescales for completion.
5. To keep residents informed of any ongoing jobs where you have been unable to complete or access or if re arrangements have to be made.
6. To work in void 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 repair's 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 Beacon 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.

***NB. This is not exhaustive and may change to meet the needs of Beacon Cymru Group.***



## Specification

<b>Essential skills</b>	Literate and numerate
	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.
	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
	You have experience of working with large volumes and variety of day-to-day repairs and installing kitchens/bathrooms
	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
	Great work ethic and enjoy taking responsibility for seeing a job to the end
	Ability to promote and develop healthy relationships
	Commitment to the values, aims and objectives of the Group
	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

<b>Desirable skills</b>	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
	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
	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
	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.)
	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
	Basic IT Skills

## Next steps

If this seems the job for you can apply online 24/7 right up until **08/09/2025**.

You can save your progress through our online application system so you don't need to do the entire thing in one go.

Here's a whistlestop tour of our typical recruitment process so you know what to expect:

- Complete and submit the application form online before the closing date and time shown.
- We'll review all applications and let you know whether you've been shortlisted or not.

If you are, we'll invite you to come and meet us for an interview.

- Alongside interview, we might also ask you to complete some tasks or tests, depending on the role you've applied for.
- If you're successful, we'll make you an offer (hopefully one that you can't refuse!).
- Once you've accepted our offer, we'll follow up your references and check your eligibility to work in the UK – if the role requires it, we'll also carry out a DBS check.
- Once that's all done, we'll send you a contract and confirm your start date.
- Welcome to **#TeamBeacon**! There's a 6 month probationary period from your start date and your manager and HR will support you throughout.



## Our benefits

Beacon offers a wide range of benefits including:



30 days annual leave, plus an additional 2 days leave at Christmas!



Enhanced family friendly leave, including paid dependency leave.



Defined contribution pension with included life assurance of 3 times your salary.



Enhanced company sick pay.



Extensive wellbeing offer.

Want to see the full range of benefits?  
Visit [beacon.cymru/jobs](https://beacon.cymru/jobs)

