

beacon 

Multi-Skilled Operative

£35,550

Interested in making a change?
Apply online at beacon.cymru/jobs

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.

Beacon owns and manages almost 9,000 homes across South Wales. We aim to be an 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. We currently have over 500 new homes under constructions across the regions where we operate.

Beacon vision is to provide better places for people and the planet. Our purpose is to create lasting change you can see, through affordable homes, sustainable neighbourhoods, and vibrant town and city centres.

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 residents and businesses across the communities in which we work. In doing this we will endeavour to create opportunities through our digital strategy for resident focus, innovation and sustainability.



Job Title: Multi Skilled Operative

Place of work: Swansea

Hours of work: 40 hours p/w

Salary: Up to £35,550 *(plus £600 annual tool allowance, introduced upon successful completion of the probationary period)*

Our location

Operating across Swansea, Rhondda Cynon Taf, Bridgend, Neath Port Talbot and Carmarthenshire, we have the Gower's world class beaches, beautiful natural landscapes and the Welsh valley's rich industrial heritage on our doorsteps. Swansea and the wider regions where we operate offer world class educational institutions, and the ongoing regeneration across the areas in which we are based bring creativity, thriving communities and friendly places to live and work.

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 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

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

Essential**Desirable****Person Specification**

Education		
✓		Literate and numerate
✓		Possess NVQ Level 2 (or equivalent) in Plumbing or Carpentry.
Experience		
✓		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 & 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

Next steps

If this seems the job for you can apply online 24/7 right up until **15th May, 2026**

If you'd like to chat to us about the role before you apply, please contact Morgan Bryant on 07458 031903 or Kevin David on 07791 297185

You can save your application progress through our online application system so you don't need to do the entire thing in one go. We are not accepting CV's for this vacancy.

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 or not you've been shortlisted.
- If you are, we'll invite you to come and meet us for an Assessment Day W/C 25th May 2026. Please ensure you are available for these dates prior to applying as we will not be able to offer alternative dates.
- If you're successful, we'll make you an offer.
- 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

