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**JOB DESCRIPTION**

**Generic Trades Operative**

**Post Number:**

**Department: Housing**

**Division: Repairs & Maintenance**

**Section: Responsive Maintenance**

## Job Purpose & Objectives

* To work within Bournemouth Christchurch and Poole Council’s Award-Winning In-House Building Maintenance Team; working on the Council’s Housing Stock, Civic Buildings and other Clients of Housing & Communities.
* To undertake work safely, efficiently and to a high standard.
* To help ensure good customer service and contribute to the high quality of work and productivity of the team.
* To deal with day to day issues on site as they arise and suggest performance improvements. Where necessary seek guidance from a supervisor.
* When required supervise apprentices and ensure that work is being undertaken safely and to a good standard.
* Comply with Health and Safety Policy, Risk Assessments and Method Statements and Health and Safety legislation. Assess risks before undertaking all work and ensure that all work is undertaken safely, with support from Supervisors and Health and Safety Manager.
* Use mobile working system as instructed to accept, vary and complete work and take an active role in helping use and develop the system.

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## Main Duties & Responsibilities

* Undertake work as directed by supervisors, the Repairs Centre through DRS and the mobile working system.
* Complete good quality and efficient repairs that are right first time, taking into account long term maintenance and repair.
* Interact with clients to ensure we provide good customer care – show ID, explain work and any areas they will not be able to access, keep them informed and let them know the outcome. Ensure site is safe and left clean and tidy. Never dispose of building refuse on site. Never smoke in or swear. Be polite at all times and report any wellbeing concerns you have to the HR and Operations Supervisor. Ensure excellent customer service by making this the team’s focus; through quality of work, positive interaction with clients and the successful resolution of problems. Work to develop a professional service and client facing approach both on site and within the office.
* Work in a manner that will wherever possible ensure a job can be complete on first visit. Work closely with the planner to ensure the right resources are available and that staff time is efficiently planned, with realistic timeframes for tasks.
* Check the SOR codes booked to job and zero down any not used and add any completed but not present on the job. Ensure the correct materials used are selected from the device. Where unsure get advice from supervisor.
* Complete all safety check forms as required and read any email communications. Complete daily van safety check and all required paperwork and safety inspections.
* Ensure there is the correct information, training, equipment and PPE to do the job safely. Ensure safe systems of work are followed. If in doubt or unsure speak to supervisor or Health and Safety Manager. Ensure compliance with Health and Safety policy and RAMs. If unsure, ask.
* Buy materials efficiently and speak or email to Procurement and Pricing Supervisor to report any problems / suggestions.
* Ensure van is kept as a clean and tidy work environment.
* Adhere to Building and Maintenance Code of Conduct. Actively work to promote good relations and co-operation between all Repairs and Maintenance teams.
* Consider profitability/efficiency and how this could be improved and pass on suggestions to supervisors or Trade Reps.
* Take part in training and Tool Box Talks as required.
* Help develop and encourage staff, both new and existing. Work towards a positive and supportive team environment where issues are dealt with quickly and all staff feel valued.
* Undertake van and other checks and forms as required.
* Use all Personal Protective Equipment and safety equipment as required by the task and policies.
* Cultivate a working environment that treats everyone equally and embraces diversity. Support progressive working practices including; work experience placements, taster sessions, apprenticeships and training programs for ex forces personnel.
* Understand and promote the wider aims of the department; to support our local community and economy and consider sustainability in our maintenance and construction practices.
* Any other duties commensurate with post as required by the Repairs and Maintenance Manager.

## 3. Supervisory / Managerial responsibility

Trade operatives are responsible for the day to day supervision of:

* Apprentices Up to 2
* Agency and Sub-Contract as required.

## 4. Communication/Contacts

To deliver this post, the operative will have interaction and working relationships with the following, although not exhaustive:

* Departmental managers and supervisors
* Other members of the wider department and business unit
* Subordinate and reporting staff under management line
* Client side, tenants and end users
* Repair Centre Staff
* Suppliers, manufacturers and third parties
* Health and Safety Manager

## 5. Career Path linked to this post

## This role has the potential growth path through supervisory and technical roles as set out within the current structure for Housing which is available upon request.

## 6. Additional Information

## The operative will be expected to undertake relevant training as required.

## *NB: The aim of the job description is to indicate the general purpose and level of responsibility of the post. Please be aware that duties may vary from time to time without changing their character or general level of responsibility. Duties may be subject to periodic review by the Business Unit Head or nominated representative (in consultation with the postholder) to reflect the changing work composition of the business.*

This is an outline job description only and the post holder will be expected to undertake the duties commensurate within the range and grade of the post or any lesser duties as directed by the Head of Business Unit.