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| **PERSONAL SPECIFICATION / GENERIC TRADE OPERATIVES**      **Title:**  **Department: Customer, Arts and Property**  **Section: Repairs and Maintenance Delivery- BBML**  **Please number each item within each section and order in level of importance.** | | ✓ as appropriate | | | | |
| **Essential** | | **Desirable** | | |
| Qualifications & Training The qualifications and/or training required to undertake the role. | | | | | | |
| 1. NVQ or City & Guilds trade relevant qualifications  2. Willing to undertake training appropriate for the job role | | **🗸**  **🗸** | | |  | |
| Achievement & Experience The level of experience/achievement required the post holder will have undertaken of the item specified. | | | | | | |
| 1. Trade relevant experience | | **🗸** | | |  | |
| 2. Experience of working as part of a team  3. Experience of working accurately and to deadlines | |  | | | **🗸**  **🗸** | |
| **Knowledge**  The knowledge and level of understanding the post holder must have of the item specified. | | | | | | |
| 1. Knowledge of Health & Safety issues / CDM | |  | | | **🗸** | |
| **Skills**  The level of skill is required to undertake the item specified. | | | | | | |
| 1. Good time keeping at work | | **🗸** | | |  | |
| 2. Ability to organise and prioritise own workload to complete tasks to a tight deadline, combined with a flexible approach to achieve results | | **🗸** | | |  | |
| 3. Polite and courteous to both customers and colleagues | | **🗸** | | |  | |
| 4. Deal sensitively and appropriately with confidential information | | **🗸** | | |  | |
| 6. Ability to work accurately, with attention to detail | | **🗸** | | |  | |
| 7. Ability to use initiative and work flexibly as part of a team | | **🗸** | | |  | |
| **Qualities and Attitude** The qualities and attitude the post holder must demonstrate. | | | | | | |
| 1. Tactful, diplomatic and courteous towards customers, treats others fairly and embraces diversity  2. Commitment to complete ongoing professional development and training to maintain industry standards and requirements | | **🗸**  **🗸** | |  | | |
| **Other**  Any other competencies required to undertake the role. | | | | | | |