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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 & TrainingThe qualifications and/or training required to undertake the role. |
| 1. NVQ or City & Guilds trade relevant qualifications2. Willing to undertake training appropriate for the job role  | **🗸** **🗸** |  |
| Achievement & ExperienceThe 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 team3. 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. |