



HILLINGDON

LONDON

Job Profile

JOB TITLE:	Lead Multi-trade Operative – Damp and Mould
GRADE:	SO2
POST NO:	30104 & 30105
JOB TIER:	
DBS CHECK:	Enhanced
GROUP:	Residents Services
SERVICE:	Repairs

REPORTING STRUCTURE

Reports to:	Team Leader
Direct Reports:	none
Indirect Reports:	none

ROLE PURPOSE:

Reporting to the Team Leader (Repairs North or South), the post holder is responsible for liaising with the team Planner, Team Leader, Multi-trade Operatives and contractors to ensure the effective and efficient co-ordination and delivery of day-to-day DMC (Damp, mould and Condensation) repairs. This includes:

- Inspecting and identifying the causes of all issues raised by residents specifically damp, mould, and condensation, specifying appropriate remedial work, and managing these issues to completion.

- To quality assure the work of the operatives and contractors, focussing on resident's satisfaction, quality of workmanship, health and safety on site and time taken to complete the repair.
- Responsible for identifying the root cause of DMC including any faults and specifying the correct remedial work.
- Accountable for doing the work right first time and ensuring that the resident is satisfied with the visit.
- Responsible for the proper use and safekeeping of vehicles, plant, tools and materials.
- Responsible for carrying out work safely.

4. Job Description

4. People Management

- Support the day-to-day supervision of the Multi-trade Operatives and contractors and in induction and training of peers and new employees, and on the job training of apprentices.
- Overseeing the quality and programme of works delivered by third party contractors.
- Deputise for Team Leader as required.

2. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

3. Operational Service Delivery

- Liaise with the Repairs Planner, Operatives and the customer to arrange and carry out repairs work, and for any follow-on work required to resolve issues identified.
- Oversee the quality assurance of all repairs works and programmes
- Dispose of unwanted materials and debris, and leave the site clean and tidy, whilst considering wider waste management issues across the team.

Service delivery duties

- Investigate and find all reported faults which also includes DMC and diagnose the cause of the fault.
- Make repair and replace decisions using repairs policy and standards to decide the extent of work required to remedy the fault.
- Carry out the trade work you attend.
- Carry out associated and ancillary work to your trade necessary to ensure the repair is completed in a single visit, such as decorating new work and making good decorations, repairing plaster and render in localised areas, fitting plasterboard to walls and ceilings, laying insulation, removing and refitting WC pan, pedestal to basin and the like, removing and refitting sink top, taps, waste and the like, patching wall and floor tiles, providing glazed tile splash backs and applying sealant.
- Move or protect furniture, fittings, appliances, electrical goods, curtain, floor coverings and the like and replacing on completion.
- Carry out work safely without undue risk to yourself or to others.

Quality related duties

- Oversee work with due regard for quality, productivity and safety, making sure that the work is carried out in the most cost effective and efficient way.
- Check the quality of your own and colleagues' work
- Support and liaise with Team Leader, office and other trades to ensure satisfactory completion of the repair

Administrative duties

- Accurately record work time, materials and plant used in the execution of the repair(s).
- Complete paperwork as directed and provide basic reports as required, maintaining records and documentation as instructed by Team Leader
- Use a PDA or other electronic equipment as required

4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

5. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost-effective changes to own way of working.
- Ascertain the materials and plant required and requests these from the supply's buyer, or source the materials and plant through agreement with Team Leader.
- Maintain and be accountable for materials stored on your vehicle
- Store and make safe use of plant and equipment issued to you
- Look after your vehicle, carry a daily vehicle safety check and record this.

6. Continuous Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

7. Contacts

- Primary contact will be with tenants and leaseholders and other officers within the Council.
- Suppliers and contractor representatives.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. KEY PERFORMANCE INDICATORS

- Delivery of agreed PADA objectives.

B. Person Specification

Lead Multi Trade Operative

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Trade apprenticeship and / or formal qualification such as C&G (ideally advanced), NVQ level 2 or equivalent,	✓	
Additional trade training to NVQ level 3		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Current CSCS card	✓	
Current UK driving licence	✓	
Physically fit, capable of manual handling within guidelines, walking distances, carrying tools, materials & plant.	✓	
Ability to work flexibly to meet the needs of the service, which will include occasional working beyond contracted hours.	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
2 years experience of working as professional tradesman and of performing related ancillary work.	✓	
Experience of supervising multi trade operatives.		✓
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Ability to oversee multi trade operatives and quality assure repairs.	✓	
Ability to co-ordinate the efficient delivery of repairs.	✓	
Capable of working at heights and of using ladders safely.	✓	
Demonstrates an ability to work calmly and systematically even when under pressure.	✓	
Demonstrate effective problem / fault solving to make correct decisions.	✓	
Self motivated & able to work with minimal direct supervision, escalating issues of concern to Team Leader as appropriate.	✓	
Possess a thorough knowledge of health & safety requirements & experience of safe working systems, through work experience or a relevant qualification.	✓	

5. COMPETENCIES	ESSENTIAL	DESIRABLE
<p>“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.</p>	✓	
<p>Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.</p>	✓	
<p>Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.</p>	✓	
<p>Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.</p>	✓	
<p>Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.</p>	✓	
<p>Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.</p>	✓	