



## JOB DESCRIPTION

**JOB TITLE:** Multi Skilled Operative  
**COMPANY:** ClwydAlyn  
**RESPONSIBLE TO:** Supervisor  
**RESPONSIBLE FOR:** General Maintenance  
**Date** August 2014

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### 1. Objectives of the Post:

- 1.1 To undertake all jobs that encompass multi skilled requirements and associated works to domestic and commercial properties. Experience of joinery, associated plumbing, plastering, tiling and decorating skills all to a good, professional standard is required.
- 1.2 To be able to review plans, measurements.
- 1.2 Ensure all Health and Safety polices are maintained and implemented.
- 1.3 Provide excellent customer service to internal and external customers
- 1.4 To proactively promote Equality and Diversity practices in accordance with company policy and procedures within daily operations.

### 2. Key Tasks

- 2.1 Work with the ClwydAlyn Management team to establish standards and processes to ensure efficient working practices are maintained
- 2.2 Liaise with all supervisors and designated Trades persons to maintain high standard of work within a set time scale
- 2.3 To work on responsive, voids and or planned improvement works as required and or directed by the company.
- 2.4 To carry out small multi skilling tasks deemed to be within the individual's skills capacity.
- 2.5 To carry out all work and activities in a safe and responsible manner, paying particular regard to standards of cleanliness and tidiness, controlling and minimize noise and dust levels and complying fully with current Health and Safety at work regulations / method statements, showing the necessary duty of care to oneself and others.



- 2.6 To provide assistance and support as and when required to other operatives and staff carrying out their duties.
- 2.7 To report through the line management any work not within their own competency.
- 2.8 To fully support the introduction, development and implementation of new technology and working methods that, add value to the service that can be offered to tenants and customers.
- 2.9 To use any mobile communication equipment provided, within guidelines and procedures.
- 2.10 To undertake any training and development as deemed necessary and compatible with the nature of the post.
- 2.11 To adhere to the Company's Health & Safety Policy and other policies relating to the Repairs Service.
- 2.12 To have an understanding of and commitment to the Company's Equal Opportunities Policies in employment and service delivery.
- 2.13 To undertake any other duties as may be required from time to time, that are deemed necessary and compatible with the nature of the post.
- 2.14 Undertake flexible working patterns from time to time as required to deliver evening / weekend appointments and cover out of hours work as required.
- 2.15 To complete timesheets and submit other information relating to jobs worked upon to assist in the timely closure and valuation of the works.

### **3. Core Responsibilities**

- 3.1 To provide and actively promote excellent Customer Service for both internal and external service users and stakeholders, ensuring the customer experience is a positive one.
- 3.2 To be responsible for the application of Health & Safety practices within daily working practices sharing a common responsibility for Health & Safety across the Company
- y3.3 To comply with the Company's Risk Management Strategy, identifying and mitigating against risk.



# ClwydAlyn



- 3.4 To be responsible for the application of Equality and Diversity practices in accordance with Company policy and procedures within daily operations.
- 3.5 To comply with Standing Orders, Company Policy and Procedures and to make know to Line Managers any areas which are not adequately covered.
- 3.6 To perform any other reasonable task as determined by the Manager, Director, Deputy Chief Executive, Chief Executive or Board of Management.