**CHALK FARM HOUSING GROUP**

**JOB DESCRIPTION**

**Post: Multi Trade Operative (Plumbing and at least 2 other trades)**

**Responsible to: Estate Manager / Housing Officer**

**Salary: £30.000 - £35,000 (depending on experience and qualifications)**

**PURPOSE OF THE JOB**

To carry out a wide variety of day to day emergency and scheduled responsive and planned repairs to tenanted dwellings and the communal areas of the Ferdinand Estate.

To produce a consistently high standard of work aiming for a first-time fix in all cases whilst balancing emergency callouts and planned appointments.

Plumbing will be the main trade required but depending on the range of skills and experience you have allocated work may also include carpentry, electrical, plastering, painting and decorating, tiling, floor laying, internal glazing, brickwork, groundworks or general building work.

To carry out other duties as instructed by the Estate Manager or Housing Officer.

**MAIN RESPONSIBILITIES**

1. Carry out to the highest possible standard all aspects of repairs and renewal work to items in various trades such as plumbing, carpentry, electrical, plastering, painting and decorating, tiling, floor laying, internal glazing, brickwork, groundworks or general building work. Undertake a broad range of multi-skilled repair activities to provide a comprehensive repairs service to residents of the Ferdinand Estate including but not limited to:-

Plumbing

General plumbing repairs and maintenance works

Repair or renew baths, electric showers, toilets, wash hand basins and kitchen sinks

Clear blocked wastes, soil vent pipes, toilets, sinks, baths, drains and gullies

Trace out water leaks and carry out rectification works

Excavation to wall or floor to access pipework and make good

Clean, clear, repair or renew rainwater gullies and downpipes

Repair or renew wastes and soil pipes

Repair/replace hot and cold water services, valves and fittings

Replace immersion element/heater, including connection to spur

Drain down and recharge systems

Remove access and bath panels as required and renew/replace following works

Finishing

Plastering and rendering to walls and ceilings

Stud partitioning and dry lining works (including insulated plasterboard) mechanically fixed or dot and dab techniques. Skimmed or tape joints

Floor screed repairs

Floor and wall tiling

Vinyl flooring

Fit coving, ceiling rose, plaster louver vent, air ventilation/bricks

Brick/blockwork to fireplaces and make good existing finishing

Repoint brick/blockwork

Decorations

Decorating / painting work including preparing surfaces to accept paint or paper as appropriate

Application of stain blocker and mould growth treatments

Glazing

New/renew internal glazing including cutting and installation of glass

Board up or fit adhesive plastic film over fractured glass to form temporary repair

Electrical

New/renew minor elements such as light switches, pendants, ceiling roses, pull cords and switches, sockets, fused spurs, batten holders, fluorescent lights, enclosed light fittings and blanking plates

Repair/renew extractor fans

Repair/renew communal light fittings

Adjust/replace time clocks and sensors as necessary.

Carpentry

General carpentry repairs and installations

Repair/replace internal doors, frames, shed doors including lock changes, intake cupboard and bin chamber doors, including resin repairs to external joinery

Repairs to communal entrance doors

Replacement ironmongery, grab rails., fixtures and fittings and the like

Repair/replace floor boarding

Repair and installation of kitchen units and worktops including associated plumbing and finishing works

Replacement of bath panels and frames

Skirting, architrave, beads, window boards, rails, mouldings, shelving and like

Hoarding or board up to secure premises or boundaries

Groundworks

Repairs to pedestrian and vehicle gates

Paving and concrete repairs

Tarmac repairs

Playground repairs

Railings

Bollards

Noticeboards

Street Furniture

1. Deliver the highest level of workmanship in line with current legislative standards, performance standards and in accordance with Chalk Farm Housing Group’s specifications and procedures aiming for a first time fix in all cases.
2. Assess works, diagnose faults and decide on the best remedy or rectification. Accurately measure, quantify and list materials required.
3. Pre-inspect repairs as instructed and advise what works need to be carried out and whether these can be done in-house or need to be passed to an external contractor.
4. Post-inspect a selection of works carried out by external contractors and advise whether works have been satisfactorily completed and carried out in accordance with the invoice or quotation.
5. Provide technical advice and expertise to the Estate Manager and Housing Officer as required.
6. Ensure all booked appointments are attended to and works completed within the priority times set.
7. Keep an accurate record of time and materials spent on each job.
8. Source materials for each job ensuring value for money is obtained.
9. Efficiently manage stocks of materials held on site.
10. Carry out repair works to void (empty) homes where Camden assess that repairs can be carried out for less than £2,000.
11. Advise the Estate Manager or Housing Officer on any issues which need to be referred back to the Council, for example where repairs are Council responsibility under the Management Agreement or should be part of a wider planned maintenance programme.

**Team Working**

1. The Caretakers will assist with tasks which require more than one person to attend or during busy periods when directed.

**General**

1. To ensure compliance with Health and Safety and safe working practices at all times.

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1. To take personal responsibility for all equipment and materials issued to you.
2. To ensure that stock levels of equipment and materials are maintained at all times.
3. To wear any PPE or uniform issued to you.
4. To carry the radio/comms device with you during all working hours so that you can maintain contact with the Office at all times.
5. To comply with all policies and procedures of the TMO and promote the Equal Opportunities Policy
6. To undertake any other duties, commensurate with the grading for the job

 as required.

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**PERSON SPECIFICATION**

**Post: Multi Trade Operative**

**E = Essential**

**D = Desirable**

**Experience**

1. A minimum of 3 years’ post-qualification experience in a similar role, preferably in a social housing environment (E)

**Job Knowledge**

1. Excellent knowledge of plumbing and at least 2 other trades (E)
2. A full understanding of health and safety and safe working practices (E)
3. An excellent knowledge of building defects and remedies (E)
4. An understanding of the potential issues of working on a Social Housing Estate (D)

**Education/Training**

1. A plumbing qualification, such as City and Guilds or NVQ (minimum level 2 or 3) (E)
2. Trade skills or qualifications in a variety of other trades such as carpentry, electrical, finishing, painting and decorating, glazing or groundworks

**Skills/Abilities**

1. A hard-working individual who can perform consistently to a high standard in a physically demanding role (E)
2. Able to self-motivate and work on your own and as part of a small team (E)
3. Able to organise and prioritise tasks, keep to appointments and complete work within allocated priority times without compromising on standards (E)
4. Flexible approach to work including dealing with emergencies and changing priorities (E)
5. Able to act on own initiative and prioritise when required. (E)
6. Good verbal and written communication and customer facing skills (E)
7. Good practical skills with a careful and methodical approach to work (E)
8. A polite and professional manner for dealing with customers (E)
9. Work in a safe and tidy manner (E)
10. Ensure that work being carried out is fully explained to residents and that they are satisfied with the completed work (E)

**Equal Opportunities**

1. Good understanding of equal opportunities and a commitment to

 the promotion of fairness and diversity (E)

**Other Requirements**

1. Must be able to physically climb stairs up to 8 storeys, be able to work from heights and in enclosed spaces in order to carry out the job role (E)
2. Able to provide own tools (D)
3. Although work is all on one site, it would be desirable if you had your own van to assist with sourcing and collection of materials from suppliers. You must have insurance cover in place for business use of the vehicle. (D)

**SUMMARY OF KEY TERMS AND CONDITIONS**

* Permanent role subject to 6 month probationary period
* 33 days annual leave including 8 Bank Holidays
* 4% matched employer contribution into Scottish Widows pension scheme
* Childcare voucher scheme
* Interest free season ticket loan after probationary period
* Bicycle Loans after probationary period
* Approved business mileage allowance paid for use of own vehicle
* Salary paid monthly by BACS