GreenSquareAccord Job Description

Job Title	Multi- trade Operative	**Location**	Field based
Directorate	Operations		
Department	Repairs and Maintenance	**Date updated**	Feb 2025
Job Family	Trades	**Grade**	**Level 3**

Organisational Structure

- Reports to: Operations manager
- Direct reports: N/A
- Any functional reporting relationship job titles outside this: N/A

Role Purpose

To ensure properties are repaired and maintained to a high standard. The post holder will be responsible for carrying out repairs, improvements, surveys and measurements efficiently and economically in accordance with current working practices and all related health and safety legislation and good practice.

Key Accountabilities

General

Complete maintenance work in occupied and unoccupied properties unsupervised.

Repair or replace items to maintain properties to a high standard.

Work with and support other members of the Planned/ Responsive Maintenance / Void Team to ensure that the quality and performance targets for the team are met.

Administration

Achieve a first time fix on as many jobs as possible, taking responsibility where follow-up work is required for ensuring robust arrangements are in place to make sure the work is completed

Book Annual Leave electronically

Maintain confidentiality and observe data protection and associated guidelines.

Maintain contact via email and other electronic applications on the PDA.

Manage an electronic diary, keeping management, colleagues and the contact centre updated on progress and any problems

Record in a timely and accurately manner details of jobs including status, materials and labour using the electronic handheld device (PDA)

When required make arrangements / appointments with customers directly to undertake works as necessary.

Compliance

Comply with the GreenSquareAccord Code of Conduct whilst working in occupied homes

Ensure that all works are carried out in line with current health and safety legislation and in accordance with GreenSquareAccord Health and Safety policy.

Equipment

Complete specified routine inspections to maintain vehicles plant, tools and equipment in a satisfactory condition.

Ensure the safe and proper usage of all mechanical, non-mechanical plant and equipment allocated.

Maintain tools and equipment in good working order and reporting to the Area Manager / Area Operations Manager or Assistant Area Operations Manager any items which are faulty or fall below the required standard.

Financial

Keep material usage to a minimum and recover surplus materials or scrap materials

Maintain a van stock, by accurately recording material usage, to ensure jobs are completed first time

Procure from local merchants, materials and plant as necessary to complete works, ensuring best value for money.

Methodology

Adhere to existing working practices, methods, procedures, and in accordance with current legislation / regulations, responding positively to new and alternative systems.

Complete maintenance work in a clean, tidy and safe manner and after the works are finished complete a full clean.

Recognise and deal appropriately with hazardous situations.

Solve problems and make key decisions whilst on site, ability to plan, prioritise and manage own workload and achieve deadlines, ability to communicate with different types of people.

Work alongside existing contractors from time to time.

Performance

Achieve an acceptable level of productivity as measured by Schedule of Rates and based on a proportion of the trading account income target.

Complete jobs before the target date agreed with the customer

Follow best practice in meeting the requirements of Health and Safety legislation and to comply with other relevant statuary legislation.

Incur only the minimum amount of mileage by planning work and routes carefully maximising efficiency

Produce Zero Call Backs by ensuring the customer is satisfied with the completion of a job before leaving

Quality

Ensure that quality of work completed is of the highest standard so our homes are a great place to live

Ensure you have discussed work with residents before and after making sure you fully understand their requirements and that you know they are fully satisfied before you leave

Training

Undertake training and development activities as instructed

Actively participate in team meetings and toolbox talks.

Undertake non-licence asbestos training in order to remove asbestos in containing materials in accordance with all current regulations.

The GSA Way

Our commitments are the culture that defines who we are, they shape the way we interact with our customers and colleagues, impact the way we prioritise and make decisions, and are the way we do things around here.

As a GreenSquareAccord colleague, you are expected to demonstrate our core commitments of the GSA Way. These are:

- We believe our customer is everything
- We are one team
- We are supportive and caring
- We are business-minded for social purpose
- We are curious and ambitious.

Working Relationships and Contacts

Internal	Regional Operations Manager, Locality maintenance manager, Operations Manager, Contact Centre, Planners, Housing Teams.

External	Residents, suppliers, contractors and sub-contractors.

Other

- Undertake other duties as may reasonably be required.
- Actively contribute and participate in PDR development reviews and discussions, supervision meetings, and other meetings, as required.
- Complete training that is relevant for the role.
- Assist with labouring duties in the maintenance or building related sector.
- Assist in the undertaking of a range of planned and responsive maintenance repair works across multiple trades
- Assist in the refurbishment of properties including; kitchens, bathrooms, disabled adaptations, communal areas and community buildings.
- Ensure the safe and proper use of all mechanical and non-mechanical plant and equipment under their direct control.
- Ability to requisition the necessary materials.

Person Specification

A person specification is a list of the essential an/or desirable qualities which candidates should possess. It should be structured in such a way that it can be used as the framework for the shortlisting and interview process. The specification should relate to the job description and contain all the qualities that are required to carry out the job effectively. It should avoid criteria that are not genuine requirements related to the duties of the post. The requirements should be clear and specific.

QUALIFICATIONS AND TRAINING	
Essential	**Desirable**
Qualified to City & Guilds or NVQ2 level Multi-trade repair and refurbishment operations or demonstrate equivalent trade experience.	• CSCS Card. • Asbestos awareness training. • Asbestos removal training.
GCSE or vocabulary, verbal reasoning and numerical skills to the equivalent ability level.	

KNOWLEDGE, SKILLS AND EXPERIENCE		
	Essential	**Desirable**
Leadership	N/A	N/A
Analytical	• To operate with autonomy. To operate effectively and make good quality decisions with little information	
Financial	• No direct responsibilities, however effectively manage van stock and materials.	
Problem solving	• Able to work without immediate supervision in	• Able to identify several options to solve the root

	the most economical manner. • Ability to gather relevant information from a variety of sources to enable sound decisions to be taken.	cause of a problem and analyse the pros and cons of each option to arrive at a sound decision.
Influencing	• Ability to plan, prioritise and manage own workload to achieve deadlines.	
Customer focus	• Respect for, and ability to communicate with tenants and maintain good relations.	• Experience of identifying opportunities to improve the customer experience and following through from concept to delivery
General knowledge & advice	• Ability to plan, prioritise and manage own workload to achieve deadlines. • Able to maintain tools and equipment in good working order and report faults. • Respect for safety and cleanliness of the workplace. • Respect for, and ability to communicate with tenants and maintain good relations. • Able to work as part of a team, flexible attitude to work and willing to work with apprentices. • Able to work without immediate supervision in the most economical manner. • Ability to work at heights from ladders, scaffolding, lifting platforms and cherry pickers. • Effective time and workload management skills and excellent	• Previous experience working within the social housing sector.

	standards of personal organisation. • Undertake training and development activities as instructed. A full UK Driving Licence	