

## JOB DESCRIPTION

### 1. JOB DETAILS

<b>JOB TITLE</b>	Trade Technician Plasterer (Multi Skilled)
<b>REPORTS TO</b>	CE Site Manager
<b>DIRECT REPORTS</b>	None
<b>TEAM</b>	Property Maintenance
<b>LOCATION</b>	Mobile within Creating Enterprise Operational Area
<b>SALARY DETAILS</b>	£23,000 per annum

### 2. PURPOSE

To carry out the full range of Plastering duties and tasks, including multi-skilling duties. Develop a commercial value for money, customer focused service by doing things right first time. Ensuring safe and economical installation, repair and maintenance at each property.

### 3. DIMENSIONS Scale & Diversity

Work is based at any property or location (domestic, commercial or other) in the operational area of Creating Enterprise as directed by line manager.

Accountable for the up keep of a vehicle and up to £4K of tools, equipment, and materials within your control.

### 4. MAIN ACCOUNTABILITIES

To carry out the full range of repairs, maintenance and remedial tasks to any property or asset within the ownership or responsibility of Creating Enterprise to the relevant quality standard, ensuring work is carried out within agreed targets and timescales.

To provide all Plastering services as required.

Carry out additional general maintenance works such as- erecting timber stud work, self levelling floors silicon work.

Complete the repair and maintenance tasks and associated job activities in compliance with the company's agreed customer service standards and operational procedures.

Carry out plastering repair job assessments (inspections), identifying the repair to be completed and materials required to complete the repair task.

To work regularly alone in or around customer's homes, void properties or building sites for external contractors.

To work occasionally at heights from scaffold platforms, ladders or mechanical equipment.

Drives the company vehicle provided and comply with the vehicle maintenance and repairs procedures.



Maintain the optimum level of material van stocks to maximise the opportunity to complete the works task on the first visit to the property.

Responsible for the safe use of a range of portable tools, small plant, ladders and equipment to enable duties of the job to be carried out.

Assist in the removal of waste as and when required.

To liaise with tenants, management and other trades in order to deliver a commercially viable, customer focused maintenance service that delivers high quality whilst demonstrating value for money.

To carry out all multi skilled duties and tasks as directed by the Site Supervisor.

Comply with Health & Safety legislation and in accordance with Creating Enterprise's Health & Safety policy and procedures.

## 5. CORPORATE ACCOUNTABILITIES

To actively support the overall delivery of Creating Enterprise's objectives to provide an excellent, innovative and truly customer focused service.

As a representative of Creating Enterprise, to, promote and maintain a positive attitude and image at all times.

To positively promote Creating Enterprise's values; constructively challenging traditional ways of working, contrary behaviour or comments.

To ensure feedback is actively sought in order to inform service improvement for customers and develop more efficient and effective ways of working.

To ensure compliance with Creating Enterprise's Standing Orders, policies and procedures.

To support the development, review and implementation of policies and procedures, in particular of:

- Health, safety and welfare initiatives
- Creating Enterprises' principles on Equality and Diversity
- Risk management initiatives
- Performance management practices

To utilise ICT technology and systems effectively by developing appropriate skills, adopting efficient business processes, and maintaining data securely and accurately.

To work collaboratively where required.

## 6. WORK CONTEXT (environment, type of equipment)

Work requires lifting and carrying and operation of hand and power tools. The use of ICT systems (hand held devices, mobile phones) and technology is a requirement of the post.

Required to regularly work in dirty properties/sites (where H & S permits).

The role is site based and there is a daily requirement to travel locally.

The post holder may be required to work evenings and/or weekends occasionally in line with business requirements.

## 7. AUTONOMY AND DECISION-MAKING (limits and freedoms)

Freedom to carry out required works to resolve fault reported by a tenant or identified during a safety check/service within agreed parameters.

Examples of decisions that are referred are:

- Any items involving expenditure outside agreed works.
- Policy decisions.



## 8. COMMUNICATIONS (the main communications that take place, frequency, purpose and method)

### INTERNAL

**Trade Technicians** – Daily communication with other trade technicians.

**Creating Enterprise Contracts Manager and Site Supervisor** – Daily progress reporting and raising any on-site issues that require co-ordinator involvement.

### EXTERNAL

**Tenants** – Keeping tenant informed of work activity and repair decisions on-site.

## 9. AREAS OF COMPLEXITY (what provides most stretch)

Time restrictions to carry out daily list of activities.

Work schedule interrupted due to access problems or non-availability of material from suppliers.

Dealing with tenants that are expecting a component replaced rather than a repair.

## 10. AGREEMENT

Job Holders' Signature:

Date:

Line Managers' Signature:

Date:



# Person Specification

## Trade Technician Plasterer (Multi Skilled)

ACADEMIC /PROFESSIONAL QUALIFICATIONS	Essential / Desirable	How this will be assessed
City & Guilds, Diploma or NVQ Level 2 in Plastering (or equivalent)	Essential	Application/ Certification
Valid CSCS Card	Desirable	Application/ Certification
KNOWLEDGE & EXPERIENCE		
Experience of carrying out the full range of internal and external plastering and minor trade works in domestic dwellings and the ability to “multi-skill”	Essential	Application/ Interview
Experience and good all-round knowledge of housing maintenance activities	Essential	Application/Interview
Experience within the social housing sector	Desirable	Application/ Interview
Good knowledge of relevant H&S regulations, legislation and safe working practices applied on-site	Essential	Application/ Interview
Experience of working to and achieving strict deadlines	Essential	Application/ Interview
Knowledge and understanding of quality and service standards	Essential	Application/ Interview
Experience of providing exceptional customer service and answering customer questions appropriately	Essential	Interview
SKILLS		
Ensure good quality workmanship which upholds company standards, complies with building codes and follows safety requirements	Essential	Application/Interview



Excellent planning, organisational, time keeping and prioritisation skills	Essential	Application
Ability to use ICT systems – use of a hand held device (PDA/Mobile)	Desirable	Interview
Excellent written and verbal communication	Essential	Application/Interview
Ability to undertake dynamic risk assessment and follow written risk assessments and method statements	Essential	Interview
Ability to drive*	Essential	Application/ Certification
Flexibility to work independently	Essential	Interview
Welsh Language Skills	Highly Desirable	Application / Interview
<b>VALUES</b>		
Committed to Quality	Essential	Interview
Respectful	Essential	Interview
Doing the Right Thing	Essential	Interview

**Creating Enterprise are committed to Equality and Diversity in our activities**

**\* Where disability precludes, this will be reviewed with candidates at interview stage to ascertain if there are any reasonable adjustments that can be made to this requirement.**

