

## ROLE DESCRIPTION: Multi Trade Role (MTR)

**Reports to: Operations Team Manager**

**Responsible for:**

- Carrying out improvement, repair and installation activities in a way that sustains high levels of quality and customer satisfaction within a multi-trade right 1<sup>st</sup> time culture  
Delivering a complete range of multi-trade duties, including improvement and repair work activity. Carried out to Karbon and recognised industry standards of compliance, quality and productivity
- Working in a collaborative way providing support and assistance to colleagues, staff, other departments, sub contractor's and customers throughout the repairs process  
Providing excellent service standards to internal and external customers in all aspects of maintenance related work

### Role purpose:

To be a reliable and enthusiastic Multi-Trade Operative. Committed to providing the highest possible standard of repairs, maintenance and installation works. Undertaking all aspects of the multi-trade role, using a whole job repair approach.

To be responsible and accountable for delivering the highest possible standard of customer service to both internal and external customers in all aspects of the multi-trade role.

Act as a positive and reliable member of the Property Services team, collaborating with other colleagues and stakeholders

Support a culture that delivers high levels of individual and team performance and service excellence,

To represent the organisation in a professional and positive way, living and promoting the Karbon values and its brand

### Key responsibilities:

#### Teamwork:

1. Contribute to the success of your team through the delivery of an efficient, customer focussed repairs service and as part of the Property Services Team.
2. Collaborate with, and support others in the team, creating a positive team environment that enables everyone to perform at their best.
3. Act as a role model for the Group's values, culture and Behaviours.
4. Embed structural and cultural business change and service improvement, through collaboration and implementation of service strategies and plans.

#### Delivery:

5. Undertake all aspects of the multi-trade role (this requires the individual to be fully competent in two or more trades, capable of completing all tasks and aspects associated with their trades), in a way that is agile and flexible. Adopting a whole job repair approach to the work, that achieves Karbon and recognised industry standards of compliance, quality and productivity.
6. Take responsibility for individual performance and productivity, and contribute positively to the PDI process.
7. Work collaboratively with all managers, colleagues, and stakeholders
8. Deliver excellent customer service at all times.
9. Provide and maintain effective lines of communication.
10. Build and maintain effective relationships through the use of a friendly, respectful, courteous and polite approach and manner to all customers, managers, colleagues and stakeholders at all times.
11. To operate ICT hardware and systems in line with protocols, in an effective and efficient way, receiving and updating accurate and relative information when required and in real time
12. To provide accurate written and verbal reports as and when required
13. Adhere to all Health and Safety legislation, and risk management processes and procedures that are in place. Working in a way that promotes positively safe working methods and a safe working culture.
14. Adhere to all operational protocols and procedures that are in place.
15. To be responsible and accountable for all the equipment issued e.g., company vehicle, plant, electronic equipment etc.
16. To manage issued impressed van stock in an effective and efficient way.
17. Participate in the organisations out of hour's service and repairs service, as and when required.
18. Contribute to the continuous improvement of the service, by developing initiatives and working positively to champion and implement any new ideas / processes that are introduced.
19. Undertake organisational and vocational training as required, and share skills with others including mentoring trainees.

The above list is not exhaustive and the post holder will be required to undertake responsibilities and tasks deemed commensurate with the post.

### Organisation wide:

1. Deliver financially viable and economically effective products and services, seeking to maximise resources and social value.
2. Ensure all systems and processes deliver operational excellence, driving continuous improvement and innovation.
3. Ensure that services fully comply with all organisational policy and procedures.
4. Ensure that risks within the directorate's activities are identified, removed or minimised.
5. Create a safe and healthy working environment, ensuring all systems of work, policies and procedures are fully and consistently applied.
6. Responsible with the Management team for the effective utilisation of Group assets.
7. Promoting the values of the Group at all times and demonstrating a high level of commitment to equality, diversity and inclusion.
8. Ensure that Karbon homes complies with all legal, regulatory and health and safety requirements.

The Multi-Trade role is part of the Property Services Team. As with all positions there are also specific responsibilities and delegated powers in relation to financial and operational matters, regulatory compliance and information security. These are not all listed here and will change over time as the organisation continues to grow and develop.

## PERSON SPECIFICATION: Multi Trade Role (MTR)

### Experience and qualifications:

- a. Experience of working in Social Housing Maintenance environment (D)
- b. Experience of collaborating and working as part of an effective team (E)
- c. Experience of delivering a high level of Customer Service (E)
- d. Completion of a recognised general trade apprenticeship/qualification or equivalent relevant experience (E)
- e. Fully capable and competent to carry out additional general trade activities over and above their qualified or core trade. The MTR describes an individual who is qualified or competent in more than one trade. It is above and beyond multi-skilling (E)
- f. Full, valid UK driving licence (E)

### Knowledge:

- g. Knowledge of construction related activity (E)
- h. Knowledge of Health and Safety legislation in the workplace, applying to self and others (E)
- i. Demonstrable and comprehensive working knowledge of housing maintenance in a responsive and void repairs environment (E)
- j. Knowledge of current and future challenges facing Social Housing (D)

#### Skills:

- k. Good level of written, presentation and interpersonal communication skills (E)
- l. Ability to work collaboratively across departments and influence others (E)
- m. Ability to think ahead, spot opportunities and take appropriate action (E)
- n. Flexible approach and a willingness to adapt to and work effectively within a variety of situations (E).
- o. Ability to work individually or as part of a team (E)
- p. Ability to use judgement and take ownership of decision making (E)
- q. Ability to prioritise workload and work well under pressure to meet targets and deadlines. (E)

#### Attributes:

- r. Transparent and open, acting with integrity and able to build high levels of trust (E)
- s. Committed to equality, diversity and inclusion (E)
- t. Champions innovation and encourages ideas (D)
- u. Resilient and able to work under pressure (E)
- v. Collaborative and inclusive (E)
- w. Actively role model and champion the Karbon vision, values and purpose (E)