

# Job specification



**Job title: Multiskilled Tradesperson**

**Service: Property Maintenance**

**Grade: G6**

**Reporting to: Works Delivery Team Manager**

## Your job

You will play a key part in the performance of the Building Repairs & Maintenance in-house delivery team, whether it is planned or responsive – void or tenanted properties. You will be responsible for undertaking repair, maintenance and refurbishment works across the teams within the Property Maintenance Service, but predominantly on Wigan Council's housing stock.

You need to be a qualified time-served tradesperson in one of the following trades; Joinery, Plastering or Electrical works, with skills in an additional trade. You will be expected to utilise electronic work and notification systems.

You will provide exceptional customer service, be adept at dealing with a range of customers, and be the 'eyes and ears' of the Council when working in the borough.

You will ensure all work is carried out in a safe manner and in line with relevant health and safety legislation and corporate / service procedures. You will be responsible for all vehicles and equipment issued and complete safety inspections, as required. You will be accountable for your work with a customer focused 'get it right first time and on time approach'.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

## In this job you will

On an ongoing basis you will:

- Undertake works in line with qualified trades, to a skilled tradesperson standard that is acceptable to the Council.
- Utilise the electronic work planning and notification systems.
- Communicate with customers, colleagues and management appropriately & effectively (face to face and electronically).
- Be the Council's "eyes and ears" when working in the borough.
- Be accountable for your work with a customer focused 'get it right first time and on time'
- Assist management in improving operational performance by helping to identify and remove any barriers that could hinder performance.
- Be qualified and licensed to drive manual Council vehicles.
- Operate electronic, battery operated and manual tools safely.
- Ensure all work is carried out in a safe manner and in line with relevant health and safety legislation and corporate / service procedures.
- Assist in resolving complaints from customers.

- Be responsible for all vehicles and equipment issued and used, complete safety inspections as required and operating them in line with Council policies, procedures or work instructions.
- Undertake relevant on the job risk assessments, prior to undertaking works
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

## In this job you will need

You must be able to demonstrate the following essential requirements:

- Completed a vocational apprenticeship in either Plastering ,Joinery or Electrical Installation and hold an NVQ level 3 or equivalent QCF credit value or equivalent City and Guilds qualification in your given trade. (NVQ 2 plus 2yrs experience accepted for Plastering)
- Experience of working in a repair and maintenance environment, and with Schedule of Rate (SOR) codes.
- Ability to work as part of a team and on own initiative, with a logical approach to solving problems.
- A flexible approach to work, including out of normal working hours to meet business needs, including being able to work with minimum supervision.
- Excellent interpersonal, communication and customer care skills.
- A flexible and committed work ethic, and deeply held sense of purpose, striving to achieve the best outcomes for the service, along with empowering and supporting employees.
- Good understanding of health and safety, risk assessments and COSHH legislation in relation to the works undertaken.
- Experience and working knowledge of building materials and usage appropriate to the relevant trade and modern building approaches.
- The physical ability to carry out prolonged physical tasks associated with the role, e.g. frequent bending, stretching, lifting etc.
- A full current and valid driving licence for a manual vehicle.

## Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

**Be Positive...** take pride in all that you do

**Be Accountable...** be responsible for making things better

**Be Courageous...** be open to doing things differently

**Be Kind...** be helpful, generous and thoughtful towards yourself and others

Individuals with line management responsibilities are also expected to ...

**Inspire...** lead by example and help others to see the big picture

**Care...** show genuine concern for people as individuals and value their contributions

**Engage...** I connect with others both within and beyond the organisation

## Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

### Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

### Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough