

Job specification

Job title: Multiskilled Operative
Service: Property Maintenance
Grade: G6
Salary Range: £21,342 - £24,657
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'.

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

In this job you will need

The successful candidate will have:

- ◆ An NVQ level 3 or QCF credit value or a City and Guilds in joinery, plastering, plumbing or electrical trade.
- ◆ 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

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

Signed 

Donna Hall CBE, Chief Executive

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

Signed

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