

Job Description

Directorate:

Property Services

Job Title:

Advanced Multiskilled Operative (AMO)

Service Area: Operations

Grade: Band F

Special Conditions:

Hold a full and valid Manual Driving Licence Required.

AMO's may be required to participate on the Out Of Hours emergency repairs rota, subject to ongoing business need, with reasonable notice being provided by the company.

Role Profile: OP40A

DBS Disclosure: Basic

Issue Date: July 2021

Responsible to: Property Supervisors and Void Inspectors

Responsible for: N/A

Job Purpose and Role:

To undertake a wide range of multi-trade repairs & maintenance activities, including the installation of adaptations, refurbishments of empty homes (voids) and major improvements to assets under the management of Wolverhampton Homes.

The post-holder will be required to undertake a comprehensive range of works across the property services directorate and must competently undertake a range of activities in at least three of the following trade disciplines;

- Bricklayer
- Carpenter
- Plasterer
- Plumber

Works should be completed promptly to industry standards using reasonable skill and care and sequenced to minimise inconvenience to the customer.

Maintain effective communication to customers and team members and provide relevant information, e.g. details and measures of further or follow works, to colleagues to programme and sequence others as required to maximise efficiency and service quality.

Maintain high levels of customer satisfaction and provide basic instruction on care and maintenance of their home.

Maintain high levels of site safety, including use of PPE where required, and mentor & support apprentices & trainees as required.

Be flexible to meet the needs of the service and its customers, including keeping appointments and complete works in as few visits as possible to high-quality standards.

Assist the company in meeting its service commitments with customers and achieving a range of performance indicators.

Accurately complete work records using paper and electronic systems.

Ensure the efficient and secure use of materials, plant, equipment and vehicles including accurately maintaining van stocks as necessary.

Report any safeguarding or other concerns swiftly to appropriate colleagues.

General

The duties of the post may change and develop from time to time in light of new legislation, Wolverhampton Homes Policies, organisational developments and social trends. Such developments will be monitored in conjunction with the Chief Executive and will be reflected as necessary in the aims and objectives of the post.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Key Area	Duties and Responsibilities	Knowledge and Experience	
		Essential	Desirable
Leadership	<p>To work independently using own initiative to support an effective repairs and maintenance service</p> <p>To demonstrate competency to undertake a wide range of multi-trade works in the following areas of work.</p> <p>To be flexible to adapt to meet service delivery requirements.</p> <p>To take responsibility to plan and organise day-to-day tasks and work to deadlines.</p> <p>Take ownership for any issues identified across WH managed properties to ensure that they are rectified or reported using the appropriate methods.</p>	<p>City Guilds or NVQ Level 2 minimum in either Bricklaying, Carpentry, Plastering or Plumbing</p> <p>Substantial experience of completing a wide range of construction activities in at least three trade disciplines</p> <p>Possess a positive, can-do attitude to solve problems, create solutions and keep</p>	<p>Significant experience in working in social housing property maintenance.</p>

	<p>Attends appointments/site on time, ready to start work.</p> <p>Timescales for work are met on a consistent basis.</p> <p>Complete work in line with Wolverhampton Homes' ethos to complete jobs "right first time"</p> <p>Promote positivity and be receptive to change.</p> <p>Plans time effectively to achieve best results.</p> <p>Works towards the organisations values and display behaviour in line with Wolverhampton Homes' policy and expectations.</p>	<p>customers informed.</p> <p>Willingness to undertake continuous professional development training as required.</p> <p>Be organised, anticipate problems and forward plan.</p> <p>Maintain CSCS accreditation, as required.</p>	
Communication and customer service	<p>Understands the importance of excellent customer service.</p> <p>Ensure customers are kept informed of the repairs / works being undertaken.</p> <p>Takes ownership and personal responsibility for responding to customer needs and requests for support.</p> <p>Communicates clearly and concisely both orally and in writing.</p> <p>Demonstrates good interpersonal and influencing skills and is a team player.</p> <p>Anticipates and takes responsibility for dealing with issues before they become visible to the customer.</p> <p>Be smartly presented and wears Wolverhampton Homes uniform and ensure ID is visible at all times.</p> <p>Actively listens and communicates information effectively.</p> <p>Provides a quality service and ensure properties are left clean and tidy</p> <p>Demonstrates on a consistent basis the willingness to do whatever is required to ensure that work is completed.</p> <p>Is willing to go the extra mile to ensure an excellent service is provided to all customers.</p>	<p>Significant experience in delivering an excellent customer service.</p> <p>Possess good written and oral communication skills.</p> <p>Be a confident user ICT and social media, with the ability to use a wide range of software applications (training provided)</p>	

	Adopts a professional, polite and courteous approach with all customers and stakeholders.		
Team working	<p>Actively promotes a positive, trusting, and safe working environment.</p> <p>Contributes fully as a team member and actively supports colleagues.</p> <p>Works effectively with other team members in undertaking project work and being flexible and adaptable as required.</p> <p>Is approachable, listens and collaborates with others</p> <p>Offering alternate ways of doing things when help is required.</p> <p>Works closely with other teams to ensure that processes are followed to assist with the management of WH properties and reporting any issues as required.</p> <p>Informs Managers/Supervisors of issues in a timely manner.</p>	<p>Confident, reliable and flexible attitude.</p> <p>Ability to demonstrate building good working relationships with colleagues and internal / external customers.</p>	
Decision making and problem solving	<p>Uses appropriate questioning approach to identify and solve basic problems</p> <p>Collects information to decide the best approach</p> <p>Provides basic advice and guidance and sign-posts as appropriate</p> <p>Takes ownership of problems ensuring the customer is kept informed and satisfied</p> <p>Keeps up to date with information by attending 'Tool Box' talks, training courses and other methods available.</p>	<p>Confident communicator and listens to customers' needs</p> <p>Ability to basic solve problems and meet deadlines.</p>	
Equality and Diversity	<p>To have an awareness of the Equality Act and the requirements contained within it.</p> <p>Recognises the needs of customers and staff that may have special requirements, e.g. barriers to communicate or access services</p> <p>Challenges unacceptable behaviour and reports where required to manager.</p>	<p>Demonstrates and attitude & behaviour consistent with Wolverhampton Homes' Values, Policies and Procedures</p> <p>Confidence to challenge unacceptable behaviour and</p>	Attended recent EDI training

	<p>Understands where and how to seek advice and guidance in relation to Equality and Diversity.</p> <p>Demonstrates an understanding of equality and diversity issues and uses this in day-to-day activities.</p> <p>Challenges and reports unacceptable behaviour.</p>	<p>report where required.</p> <p>Ability to promote fairness and inclusion in employment and service delivery.</p>	
Health and safety	<p>Follows all relevant Health and Safety procedures, guidance and training.</p> <p>Promptly reports incidents and near-misses</p> <p>Promotes a positive safety culture and takes appropriate action to minimise risks.</p> <p>Works in a clean, safe manner and to minimise risks to themselves, colleagues and customers.</p> <p>Possess an outline understating of their duties under health & safety legislation.</p>	<p>Is aware and understands the common hazards associated with property maintenance and lone working</p>	<p>Attended recent Health & Safety training</p>
Financial management	<p>Complies with financial regulations, Data Protection and Information Security requirements.</p> <p>Actively avoids wasting resources and contributes to value for money improvements in service delivery.</p> <p>To be responsible for replenishing materials and van stock to required levels.</p> <p>Commitment to Environmental Policy, by minimising waste, conserving energy and recycling appropriately.</p>	<p>Appreciates the needs for effective financial management and achieving value for money</p>	

Disqualifying Factors: Indication of attitudes/behaviours inconsistent with Wolverhampton Homes' Policies and Procedures, e.g. sexist, racist, anti-disability or any other attitudes/behaviours