

Multi-Skilled Craftsperson

Reports to: Repairs and Voids Team Leader

Responsible for: No direct reports

Role purpose

The purpose of this post is to provide a customer-focused, effective and cost-efficient repairs service to Orwell's customers. To work in line with Orwell's vision of fixing repairs first time, improving quality and providing a positive first response.

Role Scope

You will work collaboratively with colleagues throughout Orwell to ensure the delivery of the organisation's visions, values and objectives

To be responsible for responding to and resolving any repair requests in an effective and efficient manner

To deal with tenant enquiries professionally and courteously and to resolve, where possible, other repairs that may need addressing which come to your own attention or that are reported by the tenant when visiting

To liaise closely with Orwell staff in the notification and reporting of repairs progress in line with the working processes. To use your own initiative to coordinate different trades and contractors as required to minimise job disruption

To deal with all repairs in accordance with the procedures outlined by Orwell and liaise with tenants, staff and contractors to ensure an effective and efficient delivery of the repair service

To work on your own initiative to ensure that 'call backs' to repairs are minimised and that 'fix right first time' repairs are maximised

Key Responsibilities

You will be solutions focused and will deliver solutions and ideas that overcome the challenges faced by our customers and communities. You will adopt our Orwell values of P A C E.

People-focused – people are at the heart of our business. By recognising people’s diverse needs and strengths and treating everyone fairly we can both serve our customers better and support our teams to run a brilliant business and improve services. We will work together as Team Orwell to achieve our ambitions.

Ambitious – we are ambitious to grow the organisation so that it can do more and realise the full potential of Orwell, our employees and those we support, care for and house.

Collaborative – we will work in partnership and search out best practice. We will collaborate with tenants, customers, colleagues and like-minded organisations to develop solutions together.

Effective – we will be economic and embed efficiency across our services ensuring we lead the way with our knowledge and expertise. We will ensure that our teams are committed and competent to be the best at what they do.

People-focused

You will;

- Promote Equality, Diversity, Fairness and Inclusion at all times.
- Promote a ‘Team Orwell’ culture across the organisation.
- Deliver all services to Orwell’s customer care standards.
- Be alert to safeguarding concerns to ensure that the wellbeing and safety of adults, children and young people is promoted and protected. Where you have concerns you will use Orwell’s policies and procedures to ensure that concerns are appropriately escalated to enable Orwell to fulfil its responsibility to keep people safe.
- Participate in tenant and resident consultation processes
- Identify and clarify individual customers’ needs
- Interact well with all customers considering customers diverse needs
- Understand all services and accurately matches these to customers’ needs
- Keep customers up to date and informed

- Deal with customers fairly and equitably
- Find different ways to satisfy customer needs
- Constantly questions “how will this benefit the customer?”
- Seek customer feedback to investigate ways to improve customer experience

Ambitious

- Always look to expand your learning and undertake all training and development essential for this role.
- Be innovative in identifying methods to successfully engage with people across a wide range of backgrounds and with diverse needs.
- Notify the Repairs and Voids Team Leader of any improvements in working practises that could be achieved that would deliver a more efficient service and improve satisfaction for the tenant.
- Ensure high levels of customer service are achieved in line with the Orwell Housing published standards
- Ensure Value for Money is achieved when purchasing supplies and goods and keep the IT systems updated at all times.
- Keep up to date with construction legislation and industry best practice.
- Deliver an agreed set of Performance Indicators for quality, time and cost.
- Analyse own performance and offers ideas and give feedback.
- Be committed to improving the service to our tenants and delivering high quality repair work to all properties.
- Take pride in your work and look to expand your skillset.
- Go beyond your day to day work to assist colleagues and customers.
- Take ownership for the delivery of your own work.

Collaborative

- Liaise closely with Orwell staff in the notification and reporting of repairs progress in line with the working processes and the IT and mobile communication equipment provided.
- Assist the Repairs and Void Team Leader with planning for the repairs service and to deliver an agreed set of Key Performance Indicators for quality, time and cost.
- Listen to others point of view and be positive about change.

- Cover colleagues when required.
- Build good working relationships with other teams within the organization.

Effective

- Comply with Orwell's Health & Safety policy and carry out activities in a safe manner.
- Seek to proactively improve value for money in your area of work and raise suggestions for improving value for money.
- Seek to proactively mitigate the actual and perceived risks in your area of work and raise suggestions for reducing risk.
- Adhere to Orwell's Lone Working policy and procedures.
- Safely operate power tools and appropriate machinery as required.
- Take care of all equipment, tools and company vehicles, and ensure first aid box is adequately stocked and report any incidents or accidents to the repair and void team leaders
- Carry out regular vehicle checks.
- Be responsible for responding to and resolving repair requests in an effective and efficient manner.
- Deal with tenant enquiries professionally and courteously and to resolve, where possible, other repairs that may need addressing which come to your own attention or that are reported by the tenant when visiting.
- Deal with repairs in accordance with the procedures outlined by Orwell and liaise with tenants, staff and contractors to ensure an effective and efficient delivery of the repair service.
- Work on your own initiative to ensure that 'call backs' to repairs are minimised and that 'fix right first time' repairs are maximised.
- Assist other members of the repairs and maintenance teams and provide cover where reasonably practical in the event of sickness or holiday.
- Provide the repair service within a shift pattern that will include any evenings 10.30 am to 7.30 pm Saturdays from 8.00am to 4.30pm alongside the other team members.
- Be available in Orwell's 'on call' service and to respond to emergency repairs out of hours as requested.
- Ensure that the company vehicle assigned to you is maintained in safe, roadworthy condition at all times.
- Report immediately any losses or damage to Orwell's equipment to the repair and void team leaders so that the necessary insurance claims can be made#.
- Ensure that standards, either statutory or set by Orwell, are maintained on all projects and the appropriate legislation and regulations are complied with.
- Undertake any other duties within other areas of the business as and when required

Person Specification – Multi-Skilled Craftsperson

Qualifications

Carpentry & Joinery qualification, is desirable.
Certificate in Mechanical Engineering Services (Plumbing), is desirable.
Certificate in Painting & Decorating, is desirable.
HNC (or equivalent) in Building Studies, is desirable.

Experience

A good knowledge of the general building/construction industry.
At least 5 years' experience of multi skilled trades is essential
Experience of property maintenance is essential
A knowledge of fitting kitchens, is desirable
Experience of working within the Social Housing sector is desirable.

Knowledge

Good knowledge of building terminology and regulations
Good knowledge of Health and Safety legislation

Skills

Well-organised and able to keep good records for data protection and financial purposes
Self-motivated and possess a proactive attitude, working with minimal supervision
Able to work as part of a team and independently
Flexible approach with good time management
Excellent written and verbal communication skills, strong administration skills and experience of producing written reports
Listens effectively and asks appropriate questions to clarify understanding
Summarises information to check understanding
Adapts to different audiences

- Responds to all customer enquiries promptly, positively, and courteously
- Asks appropriate questions to identify customer needs
- Takes time to establish underlying needs beyond those initially expressed
- Interacts well with customers taking into account customers diverse needs
- Sees things from the customer's point of view
- Constantly questions "how will this benefit the customer?"
- Finds different ways to satisfy customer needs
- Actively requests feedback from customers and acts constructively upon both positive and negative feedback
- Explains when Orwell are unable to fulfil requests and seeks alternative solutions
- Resolves enquiries promptly, referring to others when genuinely appropriate
- Presents a clear, concise, and well thought through case using facts and figures

Attributes

- A confident communicator
- Ability to work in an agile way and prioritise own workload
- Puts in extra effort to share the load willingly; encourages and supports other colleagues
- Works with others to ensure projects and tasks are complete, building good relationships
- Addresses conflicts/issues in a timely manner, positively and confidentially
- Covers for colleagues when needed
- Builds trust and communicates respect for others
- Contributes positively to the change process and sees change as an opportunity to improve performance
- Keep customers up to date and informed
- Demonstrate high personal standards as an example to others
- Takes pride in delivering high quality services and seeks to expand own skills