



Role Profile

Job Title: Improver - Property Maintenance Operative	Role Profile Number: SBC_ 12010
Level: Level 5	Date Prepared: December 2023
Directorate/Group: Operations Operations	Reporting to: Repairs Manager
Structure Chart attached:	No

Job Purpose

As an improver multi skilled operative you will be responsible for conducting the general day-to-day maintenance required to keep a range of properties in a good state of repair; in our homes, corporate buildings and out in our communities. Conducting routine maintenance tasks, and minor planned and responsive repair works, using a broad range of fundamental trade skills including carpentry, joinery, plumbing, plastering, brick and block work, external works and associated finishing trades including tiling, painting, and decorating. You will use a variety of materials, components, fixtures and fittings, ensuring work that is carried out is compliant with health and safety requirements, and meets building safety regulations and legislation. This requires a broad understanding of the key principles of buildings and their construction, the range of building services that support a buildings operation, including electrical, plumbing, plant, safety systems and equipment, the techniques, and processes to prevent damage.

You will embrace a 'fix first time' ethos and play a crucial role in representing the council as a frontline worker, embracing and ensuring excellent customer service

As an improver you are also keenly aware of the limits of your own competence, and will respond appropriately to, and report faults and defects to, others as necessary. Its expected for complex repairs that technical trades will be required to assist, resulting in further learning and working toward a non-improver role.

Key Accountabilities

- Carry out a wide range of repairs using multi skilled trade skills
- Use mobile field technology such as scheduling software and PDA's in real time to process work instructions
- To have completed all required paperwork or electronic recording of test, time & material used, complying with SBC working arrangements. Including schedule of rates.
- Take full ownership for maintaining van stock, ensuring it is maintained in line with policy, suggest amendments where required in order to increase efficiency and first time fix rate
- Ensure materials are ordered where needed
- Ensure the safe and effective use of tools and plant
- Carry out dynamic risk assessments of workplace conditions and act in accordance with best practice/policy
- Carry out works 'right first time'
- Select, check, use and maintain tools, equipment, materials, components, and parts appropriate to the task being undertaken, handling, positioning and storing these safely, and clearing away and disposing of waste safely on completion of work, and in accordance with codes of practice.
- Deliver quality workmanship in line with expectations as an Improver
- To be able to assess problems, interpret complex information with various types of Building systems & decide the appropriate measures to correct faults immediately. This requires analytical & judgemental skills.
- To have fully complied with SBC's policy regarding transportation.
- To maintain the required qualifications for delivering the service as part of continuous professional development.
- Participate in the training of apprentices & other trainees
- To maintain the highest level in customer care & in line with service standards
- Produce schedules of works and specify the requirements of the job in order to enable others to carry out the works where required
- Communicate effectively verbally and in writing, using digital technologies to access, identify, record and report information, liaise and coordinate with other team members, and provide customer service to internal and external customers, and respecting others
- Undertake any other duties that can be accommodated within the grading level of this post.

Typical Tasks Undertaken

- Safely isolates electrical, electronic and emergency systems to enable property maintenance operations to be performed around isolated electrical components, and the reporting of faults as required.
- Perform fault diagnostics to implement a range of minor reactive or responsive plumbing and drainage repairs to a satisfactory conclusion.

- Use carpentry and joinery skills to complete minor repairs or refurbishment to fixtures within and around properties, such as doors, windows, frames, worktops, ensuring associated fixtures and fittings are selected, installed or repaired, and working correctly.
- Carry out minor plastering repairs using appropriate materials and surface finishing techniques.
- Carry out remedial painting and decorating works to a range of surfaces, ensuring the appropriate and safe use of compounds, materials, tools and access equipment.
- Carry out minor tiling and flooring activities or repairs using a variety of materials, tools, adhesives and sealants.
- Use plumbing skills to complete minor repairs within and around properties
- Carry out planned, responsive or temporary repairs to buildings and their immediate surroundings to make buildings safe and secure for their occupants or clients.

Supplementary Accountabilities

- To participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development
- To carry out all essential e learning and attend any necessary training as directed by the Council.
- To adhere to lone working and health and safety requirements.
- To promote equality and diversity best practices in all areas of work
- Ensure that any identified personal training needs are discussed with the immediate supervisor/Manager including being appraised in accordance with the Council's development and appraisal scheme and to undertake a programme of continuous development
- To ensure that Data Protection policies are adhered to, safeguarding that disclosure of information is not made to the person other than the data subject unless approval is given by the person or whereby there are relevant disclosures in place.
- In accordance with the provisions of Health & Safety, take reasonable care so as not to endanger yourself or other persons at work; co-operating with the Council to enable it to comply with its statutory duties for Health & Safety.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Experience of carrying out a wide range of responsive repairs in a local authority or social landlord setting, either working alone or under supervision
- Experience in engaging and communicating with customers and colleagues effectively
- Experience of effective repair diagnosis
- Knowledge of the Decent Homes Standard & HHSRS associated hazards and risks within domestic properties
- Knowledge of the Health and Safety in construction, and the Health and Safety at Work Act

- Experience in following Risk assessments and safe system of works

Qualifications

- Completion of an NVQ 2 Property Maintenance Operative Apprenticeship and/or equivalent and/or equivalent knowledge and practice gained through experience
- A current Driving Licence
- Asbestos Awareness (not essential and can be provided)

<p><u>Job Scope</u></p> <p>Number and types of staff and jobs managed Repair jobs c40 per week</p> <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Planning/scheduling of works 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>Large goods and specialist vehicles, tool and plant, equipment, stock/materials. IT equipment and mobile working devices.</p> <p>c£30-60k</p>
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Working Environment

- Outside & internal works - prepared to work in all weather conditions
- Hazardous conditions will exist at times
- Involves working with hazardous materials
- Involves working in properties that are potentially unpleasant
- A high level of manual dexterity and co-ordination is needed
- Working in confined spaces, i.e. kneeling, crouching & working at high and low levels

Potential Risks:

- Potential exists for aggression & risk of injury
- The job occasionally places intense emotional demands on the job holder
- Lone working
- Driving

Creativity and Innovation

- Work closely with all levels of Council staff & members of the public
- To suggest & devise modernisation improvements, for delivery of flexible working arrangements, working from home, mobile working & e procurement
- Better use of labour, transport & materials
- Challenging procedures

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Verbal contact with all levels of Council staff & members of the public
- Written contact with Back Office Staff at SBC
- Telephone communications with SBC
- Data communication with SBC Office.
- General public, applicants, tenants

Values and Behaviours

We strive to underpin our culture of being At our Best through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Decision Making

- Shows creativity in using resources to deliver cost effective service in line with Best Value.
- Can make effective decisions quickly and is happy to act on own initiative in order to resolve problems.
- Has proven results obtained through team work and individual efforts.

