

<b>Job Title:</b> Void Multi-Skilled Trade Operative	<b>Role Profile Number:</b> SBC_12129
<b>Level:</b> CFL 6	<b>Date Prepared:</b> November 2023
<b>Directorate/Group:</b> Housing	<b>Reporting to:</b> Voids Supervisor
<b>Structure Chart attached:</b>	No

**Job Purpose**

You will be a qualified specialist in a specific trade, and will be required to undertake a wide range of void works, demonstrating your diverse skill set, which includes (but not limited to) some of the following: Plumbing, Carpentry, Bricklaying, Painting/Decorating, Plastering and Wall Tiling.

Provide a high standard of workmanship, in line with SBC Voids Policy and in accordance with the relevant safety regulations, in a timely and productive manner, to ensure that void properties are completed, safe and ready to let within set timescales, which will keep rental loss at a minimum.

Work collaboratively across teams, departments and external partners to deliver the highest standards of service. Being aware that decisions made within this role can have financial consequences, both positive and negative, to Housing and other service areas within the Council.

**Key Accountabilities**

- Multi skilled trade operative with a recognised trade qualification in a core subject and capable of completing works in other construction trades:

To be able to repair, renew and maintain all types of masonry works

Inspect, install, repair & maintain all types of carpentry works.

Plastering to a good standard

Competent in all aspects of Plumbing

Competent in all types of glazing

Concreting works eg paths / ramps to a good standard

Ability to complete tarmac in small areas

Competent in groundworks & drainage

Competent in fitting and maintaining all PVCu works, including windows, doors

Installation & repairs for bathrooms

Installation & repairs for Kitchens  
Painting & decorating to a good standard

- Working in empty void homes and occupied homes during pre-termination notice period
- Full site responsibility for HSE and CDM H&S regulations
- Full site responsibility for fire safety
- Full site responsibility for security, making sure each visitor signs in and out, and the site is secured at the end of each day
- Ensure that risk assessments are adhered to and PPE are worn and monitored for all visitors to the sites, whilst carrying out their specific activities.
- Undertake on site risk assessments and identify any potential hazards and inform your line manager if required
- Responsible for site management of asbestos and Identifying and reporting finds of asbestos, outside of any initial survey, as per SBC Asbestos Policy
- Carry out work at heights using ladders, scaffolding and work in confined spaces and in a variety of works conditions that may prevail at that time
- Fully responsible for tools (maintaining to a high standard), materials and equipment guarding against loss or theft and making them available for use when required
- Drive and be responsible for a SBC vehicle within the organisations regulations/instructions
- Complete SBC vehicle assessment, and make sure that you carry out daily checks, keep the vehicle clean & tidy, report any accidents, driven in a lawful manner and make sure that the vehicle is refuelled or charged.
- Report any faulty appliances, installations or equipment which do not comply with the current safety regulations
- Operate all machinery and equipment in a safe and correct manner using all safety devices and practices
- Handle any transport materials in a safe working manner
- Ensure properties are left in a clean and safe manner on completion of work
- Supervise and mentor newly appointed Multi Skilled Operatives, educating them to the standards expected by SBC, ensuring they work in a safe and efficient manner
- Carrying out quality checks, to ensure compliance requirements are adhered to at all times
- Work in both occupied and unoccupied properties in a safe manner to all.
- Identifying and reporting any pest issues within properties you work in
- Responsible for purchasing all required site materials which include plant hire, ordering skips, etc.
- Working with other operatives to complete works, where required
- Ability to use plant equipment, in accordance to their instructions and in a safe manner
- To ensure that service delivery complies with current regulations, accepted professional standards, the council's policies and procedures and appropriate legislation.
- Ensure lone working and policies and procedures are followed at all times

- Follow the relevant COSHH guidance, making sure that it is used and stored as per manufacturing instructions. Notifying, managers/supervisors if any changes to product or using new product.
- Able to use tablet and/or smart phone technology, including the ability to send and receive email, calendar appointments, documents, photographs, reporting, completing jobs, sending variations and for receiving new void works.
- Recording and updating completion of works on tablets and reporting back any follow up additional works.
- Test upgrades and new IT and working with IT to continually improve the IT system to provide an efficient and effective service.
- Achieve performance targets for your areas of responsibility and ensuring that overall objectives for the service area and wider priorities for the Council vision and priorities are met.
- Ensuring services are positively focused on customers, communities, and neighbourhoods.
- Communicate effectively with customers (which may include elderly or vulnerable adults), colleagues and other partners daily both verbally and digitally.
- At all times, work to SBC Health & Safety Professional Standards, including commitment to and understanding of SBC safeguarding policy towards vulnerable adults
- Develop own capability through continual personal and professional development that will assist in improving own performance in the role, ensuring all core and mandatory training is completed and kept up to date.
- On occasion work outside normal working hours
- Any other duties commensurate with the post and needs of the business.
- Undertake the following core training:

Asbestos awareness

Abrasive wheels

Pasma

Legionella

First Aid

Managing safety (self & others)

CAT and scan

Lone working

Ladder use

Emergency spill response

HAVS

Face fit

All relevant toolbox talks

- Working knowledge of health and safety regulations and working legislation
- Ensure full compliance with Building Safety legislation in accordance with current Building Regulations, Health and Safety Legislation and SBC voids timescales

- 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
- Working in hazardous properties, such as fire damage, where tenants have been temporarily decanted
- Identifying where needle sweeps are required and organising their safe removal
- Managing all skips on site, ensuring that they are safe and conform to relevant guidance of what can be placed into them
- Where required, carry out damp & mould treatment
- Carry out groundwork to make safe and have relevant permit to dig, to ensure that compliance is met
- Ensure HHSRS compliance
- Attend site visits to meet with Councillors, tenants, Housing Officers, etc.
- To complete all work allocated or appointed by target date/time & priorit, thus reducing loss of rental income, reduce the impact and cost of emergency accommodation, minimize standing meter charges for gas and electric, and reduce loss of Council Tax income
- Carry out work in accordance to the Voids Policy (relet standard), ensuring that all works carried out are completed within the decent home standard (kitchen, bathroom, electrical & heating upgrades, insulation work)
- Carry out specialist work for, working to individual specifications, for Adult Social Care properties
- Adapting properties where required, by installing wet rooms, access ramps, grab rails, etc
- Attending pre-voids and recall visits at tenanted properties
- Carry out work in varying types of properties (differing constructions type)
- Carrying out work in HMO properties

### **Supplementary Accountabilities**

- You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.
- 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 and safety
- 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.
- To keep abreast of changes in legislation and compliances through liaison with managers and to recommend/implement change as required.
- Housing is committed to working in a manner which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender.

- 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 liaise with customers, when working in occupied properties as part of our pre-voids process, and also for recall purposes.
- To adhere to lone working procedures.
- 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 maintain core subject qualification
- Undertake any other duties that can be accommodated within the grading level of this post.

### **Knowledge & Experience**

- Recognised qualified trade qualification (Plumbing, Carpentry, Plastering, Bricklaying, etc.) and/or evident trade skill/s with time served experience within the building and/or maintenance environment
- Good IT skills, and able to use tablets and other SBC supplied devices for receiving job, emails, etc,
- Must be able to submit presentable and accurate paperwork as per requirements of the works carried out
- Flexible and works collaboratively
- Excellent communication and interpersonal skills
- Ability to follow processes and policies to ensure compliance
- Ability to self-manage and work with limited supervision
- Working Knowledge of health and safety regulations and relevant legislation related to the role
- Working Knowledge of all the statutory and regulatory rules and/or codes of practice that underpin the delivery of an efficient and effective void/property related service.
- Experience in working under own initiative, prioritising workloads, working to deadlines and planning ahead
- A working understanding and commitment to ensure that all relevant health and safety statutory obligations and methods of good practice are effectively incorporated within all operations
- Able to make sound judgements, find solutions to complex issues and problems, and identify and manage risk
- Experience in diagnosing and rectifying additional repairs across multiple trades.
- Have a good geographical knowledge of the local area
- Currently working in the social housing sector or similar is preferred
- Lone working experience is preferred
- Full current driving licence and ability to drive a company vehicle, complying with the requirements of SBC Vehicle policy

- Ability to make site visits
- Must be fluent in the English language (as requirement of Part 7 of the Immigration Act – for the effective performance of a customer-facing role)
- Willing to embrace change

**Qualifications**

- City & Guilds, Level 3 NVQ qualification in a core subject (carpentry, plastering, plumbing, etc.) or equivalent evident trade skill/s with time served experience
- A modern apprenticeship, form of craft apprentice or similar
- Qualifications or certification in Health and Safety e.g. Construction Skills Certification Scheme (CSCS), Health and Safety passport scheme (**desirable**)

**Decision Making**

- Able to identify Health and Safety actions prior to and during works, considering yourself, the team and those around you
- Able to work under pressure and without supervision, making on the spot decisions.
- Decision made can have financial consequences.

**Creativity and Innovation**

- Work closely with all levels of Council staff & members of the public
- To suggest & devise modernisation improvements
- Ability to recognise and report more streamlined processes and working practices.
- To suggest ideas for improving services to customers.
- Challenging procedures

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b>  Vehicle £20,000  Tools &amp; Equipment £5,000  Void Site Materials £5,000  Personal Equipment £1,000</p>	<p>No</p> <p>Site management of void properties</p>
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## **Contacts and Relationships**

- Work from written and verbal instructions, including drawings, diagrams, sketches, calculations using measuring equipment where appropriate
- Work closely and collaborate with other officers, internal departments and other partner organisations
- General public
- Councillors
- Internal: Surveyors, Compliance Department, Housing Officers, Environmental Services, OTs, Repairs Project Team, Homeless Team, Supported Housing Team, Sheltered Housing Team
- External: Contractors, Fire Service

## **Values & Behaviours**

### **At Swindon what we do really matters**

We love 'our' Swindon. We want the best for it. We turn up each and every day to have impact, a place and people to be proud of

### **At Swindon we do things right**

We are accountable to our residents and ourselves to make the best decisions we can, to try new things to make Swindon thrive now and in the future

### **At Swindon we make it happen together**

We work together, with our communities, across the Council and with our partners to get the best we can collectively for Swindon

## **Delivering Performance and Results**

- Being determined to achieve our outcomes by committing to the highest standards of individual and collective performance
- Holding purposeful conversations which challenge, recognise contribution, giving and receiving relevant feedback
- Being responsible for delivering my results. Results that contribute to the wider outcomes for Swindon Borough

## **Collaborating and Innovating**

- Taking a Swindon wide view. Understanding the impact of the political landscape for our organisation.

- Looking for appropriate opportunities to work internally and externally in partnership to find new and sustainable ways to do things
- Being bold, willing to learn in order to meet the needs of our residents
- Being proactive and accountable – making a difference

### **Leading Self and Others**

- Acting in a fair, ethical and authentic way, demonstrating mutual respect and treating one another as professionals
- Fostering trust, developing ability and accountability
- Developing the conditions for ourselves and others to thrive to create a one team spirit that we are proud of

### **Other Key Features of the role**

Occasionally the post-holder will be expected to attend pre-arranged meetings in the evening or at the weekend.

### **Note:**

This job description is intended as a general guide to duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department, always in consultation with the post holder

Housing is committed to working in a manner, which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender