



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Property Maintenance Operative	Role Profile Number: SBC_12293
Grade: CFL 7	Date Prepared: December 2023
Directorate/Group: Operations	Reporting to: Repairs Manager
Structure Chart attached:	No

Job Purpose

As a 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 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.

Key Accountabilities

- Ability to diagnose and repair all domestic carpentry items, including complex repairs.

Ensuring homes are left safe and secure. Items such as: -

- UPVC external door repairs including adjusting and easing
- UPVC window repairs including friction stays and handles
- Timber external doors and windows repairs, including frames
- Installation and repair of internal doors
- Installation and repair of skirtings, architraves, bath panels, etc

- Measure and replace glazing units
- Ability to diagnose and repair all domestic plumbing items, including complex repairs and installation of items such as: -
 - Sanitary ware including cisterns
 - Baths
 - Taps
 - Mixer showers
 - Immersion heaters
 - Float valves
 - Pipework
- Ability to diagnose and repair general building items, including complex repairs and installation of items such as: -
 - Fascia
 - Soffits
 - Gutters
 - Plastering
 - Decorating
 - Repointing
 - Tiling
- Use mobile field technology such as scheduling software and PDA's in real time to process work instructions. Responsible for ensuring: -
 - Work orders are closed correctly
 - Correct stage updates are recorded
 - All follow on information including incl. material or sizes
 - All completed works are recorded for costing
 - Vehicle checklist completed daily
 - Compliance with General Data Protection Regulations
- You will be required to participate in an out of hours call-out rota as part of the role, this will be approximately 1 week in every 6 weeks.
- Accountable for assessing problems, interpreting complex information with various types of Building systems & decide the appropriate measures to correct faults immediately. This requires a high degree of analytical & judgemental skills.
- Carry out planned, responsive or temporary repairs to buildings and their immediate surroundings to make buildings safe and secure for their occupants or clients.
- Accountable for carrying out works 'right first time', ensuring the customer has the best possible

customer journey.

- Accountable for working productively, ensuring all works are completed to a high standard of workmanship.
- Accountable for estimating, requisitioning and recommending the necessary and correct materials, including spares, to ensure that appropriate satisfactory repairs and installations are completed effectively.
- 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 reactive or responsive plumbing and drainage repairs to a satisfactory conclusion.
- Responsible 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
- Ability to work within a limited degree of supervision/guidance whilst being responsible for a high quality of workmanship and accountable for individual results.
- To maintain the highest level in customer care & in line with service standards
- Responsible for reading, understanding and working to the appropriate Risk Assessment and Method Statement (RAMS) for the task, ensuring the instructions are followed, providing a dynamic risk assessment to complement the RAMS
- Ensure you work safely protecting yourself, members of the public and our customers.
- Responsible for carrying out dynamic risk assessments of workplace conditions and act in accordance with best practice/policy.
- Ensure the safe and effective use of tools and plant
- 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.
- 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
- 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.

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 and will be required to provide evidence of this:

- Experience of carrying out repairs and installations across a wide range of responsive building repairs.
Minimum of 1 year
- Experience of effective repair diagnosis to achieve a "right first time" repair
- Ability to follow manufacturers instructions, technical manuals and drawings
- Experience in following schedules of work and working to timescales
- Experience of working within a local authority or social landlord setting
- Experience in engaging and communicating with customers and colleagues effectively
- 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 (Desirable but can be provided)
- SSSTS (Desirable)
- PASMA/IPAF (Desirable)

<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>Post holder will be required to participate in an out of hours call-out rota as part of the role's responsibilities Approximately 1 week in every 6 weeks</p>	<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.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	