



## Role Profile

<b>Job Title:</b> Void and Prevoid Multi Skilled Operative	<b>Grade/ Level:</b> M1	<b>Job Code:</b> CR6221 v2
<b>Directorate:</b> Adults, Housing & Public Health	<b>Job Family:</b> Voids & Lettings Service	<b>Date Prepared:</b> Updated Nov 2020
Role reports to (Job Title): Voids Supervisor		
<b>Job Purpose:</b> To complete all aspects of works to SBC Housing stock empty homes in line with current SBC re-let standards. All other trade Modules as shown within SBS training matrix.		
<b>Key Accountabilities:</b> <ol style="list-style-type: none"> <li>1. To be able to repair, renew and maintain all types of masonry works.</li> <li>2. Inspect, install, repair &amp; maintain all types of carpentry works.</li> <li>3. Plastering to a good standard.</li> <li>4. Competent in all aspects of Plumbing.</li> <li>5. Competent in all types of glazing.</li> <li>6. Concreting works eg paths / ramps to a good standard</li> <li>7. Ability to complete tarmacing in small areas.</li> <li>8. Competent in groundworks &amp; drainage.</li> <li>9. Competent in fitting and maintaining all PVCu works, including windows, doors.</li> <li>10. Installation &amp; repairs for bathrooms</li> <li>11. Installation &amp; repairs for Kitchens.</li> <li>12. Painting &amp; decorating to a good standard.</li> <li>13. Maintain all appropriate tools to a high standard.</li> <li>14. To be able to assess problems, interpret complex information with various types of Building systems &amp; decide the appropriate measures to correct faults immediately. This requires analytical &amp; judgemental skills.</li> <li>15. Competent in the use of data recording.</li> <li>16. Ensure that property is left clean &amp; tidy, removing all rubbish &amp; arrange with supervisor for collection, ensuing that items suitable for recycling are separated.</li> <li>17. To complete all work allocated or appointed by target date/time &amp; priority.</li> <li>18. To complete work to all appropriate standards i.e. approved codes of practices for the building industries, also current building regulations, schedule of rates and SBC current re-let standards</li> <li>19. To maintain the highest level in customer care &amp; in line with service standards.</li> <li>20. To have completed all required paperwork or electronic recording of test, time &amp; material used, complying with SBC working arrangements.</li> <li>21. To order the appropriate spares from internal &amp; external suppliers.</li> </ol>		

22. To have fully complied with SBC's policy regarding transportation.
23. To maintain the required qualifications for delivering the service as part of continuous professional development.
24. Participate in the training of apprentices & other trainees

**Supplementary Accountabilities:**

You may on occasion be required to work in occupied properties as part of our pre void process, and also for recall purposes

To participate & promote equality, diversity best practice in all areas of work.

In accordance with the provisions of the Health & Safety at Work etc Act 1974 & the Management of Health & Safety Work Regulations 1999, you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health & safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided & inform your manager of any hazardous situations or risks of which you are aware.

You must ensure that you undertake responsibilities relating to your position as detailed within your Directorate Health & Safety Policy.

Knowledge and Experience:

**Minimum:**

- Time served experience in the maintenance industry
- A modern apprenticeship, form of craft apprentice or similar
- Ability to make site visits
- Demonstrate knowledge of participating in good practices i.e. H & S
- Must be able to carry out a full range of duties
- To have sound knowledge of all other building crafts
- Show ability to obtain other building skills with training to deliver the service
- Must hold a full UK driving license
- Must be fluent in the English language (as a requirement of Part 7 of the Immigration act) – for communication with Colleagues, back office staff and other departments.
- Good level of physical fitness

**Preferred:**

- Comply with SBC Training Matrix
- Good geographical knowledge of the local area
- Ability to diagnose and rectify additional repairs across multiple trades.

**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 highly disagreeable & 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

**Decision Making:**

- The post holder has a direct responsibility for making decisions, which can effect the future well being of individuals & is empowered to make daily decisions working with minimal supervision within a structured process.

**Contacts and Relationships:**

- 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.

**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.
- Better use of labour, transport & materials
- Challenging procedures

**Job Specific Competencies:**

The job involves prolonged periods of concentrated mental attention.

Ability and confidence to know that all works have been completed to the required standard.

Must adhere to SBC Codes of Conduct.

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

**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

Employee Signature:	
Print Name:	Date:
Line Manager's Signature	
Print Name:	Date: