

Job Title: Multi-Skilledperson

Job Grade: Level 3 Zone 2.

Salary Range: £36,984 – £42,526

Job Profile

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study, and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

To carry out building repairs, maintenance, renewals, and replacements within a multitude of trade disciplines ranging from routine reactive repairs to large scale programmed refurbishment work and occupational therapy adaptations in occupied and void housing properties and other Council owned premises in accordance with best trade practice and to current standards and regulations.

To carry out works to a consistently high standard of quality and customer satisfaction and complete works 'Right First Time'.

Repairs and maintenance work requires an adaptable approach to be taken in the delivery of services to tenants, leaseholders and other stakeholders. The post-holder will be required to use their skills and judgement in diagnosing building faults to determine the best solution to resolve repair problems.

About the role

- Undertake all aspects of building repairs, maintenance, renewals and replacements ranging from routine reactive repairs to major renewals and refurbishment work and planned works. Competent to a high standard in both quality and output in a minimum of two or more trade disciplines, inclusive but not exclusive of:
 - a) Plumbing and/or jetting
 - b) Carpentry and/or joinery
 - c) Wet Trades - Plastering, Tiling, Paving, Bricklaying, Painting & Decorating
 - d) Roofing
 - e) Floorlaying
 - f) Glazing

- Undertake all aspects of building repairs, maintenance, renewals, and replacements within skills set ranging from routine reactive repairs to major renewals of installations in occupied and void properties.
- Diagnosing the causes of building faults and defects to identify the most appropriate solution to be applied. Take account of the need to reduce repeated faults and visits and ensure the most cost-effective solution is applied under the circumstances.
- Ensure all work complies with current regulations and standards and the safety of residents is maintained at all times.
- Responsible for ensuring that any follow-on or related repair works are identified where these cannot be completed during the first visit. Providing sufficient detail to enable repairs to be planned and scheduled for completion at the next appointment
- Providing excellent standards of customer care at all times, acting as an ambassador for the repairs service and the Council.
- Ability to working alone and independently with minimal levels of supervision, taking ownership, and using initiative to resolve defects and problems, obtaining guidance when appropriate.
- Responsible for maintaining contact and working collaboratively with Repairs Team Supervisors and Planners to provide updates on the progress of work to ensure overall service objectives are met.
- Ensure safe methods of working and full compliance with health & safety regulations are met at all times. Maintaining up to date knowledge and understanding of current standards, regulations, and best practice appropriate to your skills and trades.
- Responsible for the use, storage and safe keeping of plant, materials and other consumables ensuring waste is minimised.
- Responsible for the use of a Council vehicle, where allocated, and to ensure the vehicle is used in accordance with the Council's policy and procedure.
- Carry out all work to professional standards in a productive manner to ensure the best value for money is achieved in completing repairs and minimising waste.
- Complete all documentation required for the proper running and administration of the service in an accurate and timely manner including daily work records, time sheets, material schedules, requisitions and the like; including ability to interpret and work from drawings, specifications and other instructions.
- Communicate effectively and courteously and use new technology including smart phones, PDA's, etc. as required.
- The safe keeping, proper usage and replenishment of stock items, plant & equipment is the personal responsibility of the post-holder and is monitored through regular documented audits. Staff may be liable to disciplinary action for any unaccounted stock, plant or equipment issued. Staff leaving the organisation may be held financially responsible for any unaccounted stock or plant issued to them.

About you

- Able to diagnose building faults and defects and identify cost effective repair solutions
- Fully competent to carry out a range of building repairs in a number of skills and/or trades.
- Experience of working in a maintenance environment on properties in occupation
- Able to work independently using own initiative to resolve problems and defects seeking guidance when appropriate
- Experience of working as part of a team in a multi-skilled environment
- Physically fit to carry out all manual tasks associated with the work

- Knowledge, understanding and commitment to the principles of Health & Safety at Work
- Knowledge and understanding of the sequencing of building maintenance work
- Demonstrate an understanding of and commitment to the Council's equal opportunities policy as it relates to the nature of the post
- Good oral and written communication skills
- Excellent front-line customer care skills
- Ability to work with minimal supervision and manage own time effectively to meet service timescales and objectives.
- Ability to use new technology for example PDA's to receive work and input data
- The post requires a full UK valid driving licence

Work Environment:

- The role is customer facing and can be on-site and/or within residents' homes, including outside in and around Camden's Estates.
- The safety and well-being of tenants, residents and other service users is of paramount importance. Strict compliance with current regulations must be maintained at all times.
- Working independently and taking ownership to resolve plumbing and building problems with minimal levels of supervision
- This is a front-line service delivery role with a high impact on the Council's reputation which requires excellent customer service and ambassadorial skills to be displayed at all times as the visible face of the Council.
- Demand for repairs can vary considerably and at times of high demand staff will be expected to work additional hours to their normal working hours in order to meet the needs and requirements of the service.
- The role will involve regular contact with tenants, leaseholders and the general public and the majority of the work will take place in occupied properties while working alone. The post holder is expected to visit multiple properties on a daily basis.
- The role may involve working from heights including from ladders, trestles, hoists, platforms, scaffolds and the like.
- Staff are expected to regularly liaise and collaborate with other Council staff including Contract Managers, Building Control, housing management staff, Planners, Repairs Team Supervisors and Order Compliance Officers in order to make the most appropriate decisions to complete repairs.
- All employees have a responsibility to ensure the health and safety of persons at work and members of the public in premises or sites controlled by the Council. The method of achieving this will be by provision of safe systems of work and receiving information, training and instruction as necessary to achieve these objectives.

People Management Responsibilities:

- Coaching, mentoring and providing instruction to apprentices and other tradespeople.
- Assisting with the appraisal and career development of apprentices

Relationships:

- Team working is an essential part of the role. The post holder is expected to make a positive contribution to support the continuous improvement of the service. This includes actively identifying ways to eliminate waste, improve efficiency and reduce the costs of running the service.
- The post holder will be expected to have a thorough understanding of other job roles and how his/her actions impact on others and affect the efficiency and smooth running of the service.
- The post holder is required to take a flexible and positive approach in delivering the service with a willingness to assist from time to time in areas not directly connected with the main duties and responsibilities of the post.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

No

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,