**Job Profile Information: General Trades Tradesperson**

**This supplementary information for General Trades Tradesperson is for guidance and must be used in conjunction with the Job Capsule for Job Level 2 Zone 2, Camden Way Category 2**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

To carry out building repairs, maintenance, renewals and replacements ranging from routine reactive repairs to complete renewal of installations and refurbishment work 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. Maintenance work requires an adaptable approach to be taken in the delivery of services to tenants, leaseholders and other customers. The post-holder will be required to use their skill and judgement in diagnosing building faults to determine the best solution to resolve repair problems.

**Main Duties:**

* Undertake all aspects of building repairs, maintenance, renewals and replacements ranging from routine reactive repairs to major renewals and rewiring of occupied and void properties.
* Diagnosing faults and the causes of building defects in order to identify the most appropriate solution to be applied. Taking account of the need to reduce repeat faults and visits and apply the most cost effective solution under the circumstances.
* Ensure all work is in compliance with current building regulations and standards and the safety of residents is maintained at all times.
* To be responsible for any follow-on or related repair works identified where these cannot be completed during the first visit, providing sufficient detail to enable such work to be scheduled for completion at the next appointment
* Providing excellent standards of customer care at all times. Act as an ambassador for the repairs service and the Council.
* Ability to work alone with minimal levels of supervision, using own initiative to resolve building defects and problems, seeking 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 specialist trade, including but not limited to;
* Safeguarding
* Lone working
* Asbestos awareness
* Working at heights
* Manual handling
* Control of Substances Hazardous to Health (COSHH)
* 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.
* 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 ~~and the like~~
* To provide on the job training, instruction, feedback and guidance to apprentices and other trainees when required. Assist the Repairs Team Supervisor in appraising and supporting the development of apprentices.

**People Management Responsibilities:**

* Apprentices

**Resource Management**

* The post holder will be issued with personal impress stock, plant & equipment which are to be held on their allocated vehicle in support of Right First Time ways of working.
* The safe keeping, proper usage and replenishment of stock items, plant & equipment is the personal responsibility of the post-holder and will be 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.

**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 will include making suggestions and recommendations to eliminate waste and inefficiency and reduce costs of running the service.
* The post holder will be expected to have an 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.

**Work Environment:**

* 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 the Councils Qualifying Manager surveyors, 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.

**Technical Knowledge and Experience:**

* Knowledge and understanding of the principles of structures relevant to trade
* Knowledge, understanding and commitment to the principles of Health & Safety at Work
* Knowledge and understanding of building defects and able to diagnose faults and apply cost effective repair solutions
* 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
* Ability to use own initiative to resolve problems and building defects
* Able to measure and accurately estimate quantities for material requirements
* Good oral and written communication skills including 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
* Experience of working in a maintenance environment on properties in occupation.
* 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

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

**Chart Structure**

**Supporting People - Property Management: (5 geographically based teams, each reporting to Head of Camden Repairs)**