

North Wales Housing Role Profile



Role Title	Multi Skilled	Directorate	Operations
Department	Homes	Team(s)	Repairs
Responsible to	Repairs Manager	Responsible for	N/A

About North Wales Housing

North Wales Housing has been providing homes and delivering services since 1974. We are a successful housing association with over 2,700 homes and we are totally committed to our communities across North Wales. We prioritise significant investment in our homes and services.

We employ around 170 people working in a diversity of roles. We are proud to display the Investors in People 'Gold' and Best Companies 'One to Watch' accreditations as we care about and value our people as they put our customer at the heart of everything they do.

Job purpose

Act as part of a mobile maintenance team providing a quality (multi skilled) maintenance and refurbishment service to both occupied and empty properties, within specific timescales in a manner that demonstrates a high regard for customer care, standard of workmanship and efficiency.

About your job

Key Result Areas/Principal Duties and Responsibilities

1. Provide a full range of maintenance tasks (i.e., joinery, plastering, tiling, brick laying, windows, and locks), and escalate any repairs advice to any property or asset within the ownership or responsibility of NWH To meet the needs of the team and customer
2. Provide documentation to update internal systems, ensuring jobs are successfully completed and updated to inform the team and customer
3. Contribute to community involvement to support a proactive repairs service (Interact with tenants and other trades) to provide excellent customer service
4. Provide support and guidance to Apprentices and Trainees in order to ensure that KPI's are achieved within the appropriate timescales

Key Relationships – Internal and External

Staff
Tenants
Contractors
Suppliers

General

- You will be committed to putting the customer at the heart of everything you do.
- You will actively contribute towards achieving targets, key performance indicators and service standards which relate to your role and assist in taking corrective action where performance falls below required standards.
- Ensure all policies and procedures are adhered to and implemented at all times. This includes Health and Safety, Equality Diversity, and Inclusion and GDPR.
- Comply with the Association's Code of Conduct by behaving in a professional, respectful manner at all times.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other NWH departments to achieve good outcomes for our residents, applicants, colleagues, and contractors.

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- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the business.

About you	Essential	Desirable
Qualifications and specific training	A recognised qualification such as City and Guilds/NVQ Level 3 and/or evidence of relevant experience from a variety of tasks and duties commensurate with the post	
Knowledge	Understanding of Health and Safety regulations Understanding of waste management regulations	Understanding of the environment in which housing associations operate
Experience	Substantial experience of working within the Building Maintenance Sector Substantial experience of undertaking a wide range of general maintenance/building works Demonstrable experience of clearing sites in a health and safety conscious manner	Demonstrable experience of working with building maintenance for a Local Authority/Registered Social Landlord or Commercial Contractor
Skills	Developed communication skills, must be friendly, polite approachable and helpful to colleagues, the team, and customers Developed ability to provide clear written communication skills in order to complete work records and basic reports accurately Developed organisational, administrative, and planning skills Basic IT skills, including MS Office packages Basic problem-solving skills	
Personal attributes	Positive 'Can do attitude' Hard working, ability to produce high quality work Ability to work efficiently and to deadlines High level of attention to detail Ability to work on own initiative and as part of a team to achieve goals Proven record of adapting to change with a flexible approach to the requirements of the job Willingness to commit to own CPD	

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	Comfortable with everyday conversations/discussions specifically in relation to your job. Be confident to converse in Welsh when required. (The requirement is set at Level 3 on self-assessment form).	
Additional requirements	<p>At times the job holder will be required to attend emergency situations outside normal working hours (on a rota basis)</p> <p>Full UK driving licence</p> <p>You will be required to regularly work in dirty properties/sites (where H&S permits)</p> <p>Accountable for the upkeep of a vehicle and of tools, equipment, and material, within your control</p> <p>Work requires lifting and carrying and operation of hand and power tools. All equipment should be used in compliance with health and safety legislation</p> <p>A Basic DBS check is required for this role</p>	

About our ways of working

Always apply NWH's values to every aspect of the role.

Open – We are transparent in the way we work and make decisions

Trust – We do what we say we will do. We behave with honesty and integrity

Responsive – To our customers, staff and partners needs and aspirations

Learning – We look for better ways in the future. We acknowledge when we make mistakes and learn from them. We look outward to learn from others

Fairness – We are open to all but closed to prejudice. We will actively promote equity and respect diversity

Always protect and enhance the interests and reputation of NWH internally and externally

The above role profile is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.

Post Holders Signature:

Date:

Leaders Signature:

Date: