

Designation:	General Operative
Grade:	Stroud 3
Responsible to:	Team Leader
Service Area:	Housing Contracts
Post Number:	TEN

ESSENTIAL CRITERIA

QUALIFICATIONS

- NVQ City and Guilds Level 2 in a recognised trade
- Possession of a Full, current manual driving licence

EXPERIENCE

- Demonstrable experience of delivering a repairs and maintenance service with a track record of achievement
- Out of hours and lone working experience
- Demonstrable skills in trade areas
- Experience of working in a customer facing role
- Excellent technical ability, with good knowledge of the appropriate quality standards and building regulations
- Physically able to carry out competently the duties of an operative
- Current Health & Safety Training certificates (including, but not limited to, Asbestos Awareness, Working at Height, Manual Handling & Risk Assessments)

SKILLS & KNOWLEDGE

- Ability to communicate information clearly and effectively
- Ability to record detailed and accurate repairs information relating to repair inspections or completed repair jobs
- Good knowledge of building repairs
- Sound knowledge of H&S
- Organised with an attention to detail
- Good numerical and analytical skills
- Excellent problem solving capability relating to building repairs
- Ability to use IT solutions for remote working

PERSONAL ATTRIBUTES

- Respectful positive and professional
- Confident, independent and proactive
- Possess a can do attitude
- Possess and ability to creatively problem solve issues
- Willingness to learn and develop additional skills

OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Willing to undertake additional training or vocational qualifications as required

DESIRABLE CRITERIA

QUALIFICATIONS

- PASMA Mobile Tower
- Information Technology – prior use or understanding of mobile PDA/Tablet devices
- PA1/PA6 training in the safe use of Pesticides

EXPERIENCE

- Worked in a social housing environment
- Supervisory skills
- Carryout assessment and installation of adaptations

SKILLS & KNOWLEDGE

- CDM 2015
- HHSRS

CORE COMPETENCIES

1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. Customer Service

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment of understanding and meeting their needs, in line with policies.

3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. Innovating

You will be able to seek better, more effective ways of delivering services.

5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

7. Equality and Diversity

You will conduct yourself in a manner which demonstrates 'equality' in the workplace: respecting peers and valuing people as individuals. You will ensure the workplace is free from discrimination, respecting choice and everyone's right to have their own beliefs. You will show you appreciate 'diversity' through the added value of individual differences and varied experiences.