

## Job Description

### Multi-Skilled Technician (All Trades)

<b>Job Title:</b>	Multi-skilled Technician (All Trades)
<b>Reports To:</b>	Team Leader
<b>Direct Reports:</b>	None
<b>Job Purpose:</b>	To provide a comprehensive technical service within a relevant trade area; and  To provide a high quality and responsive multi-skilled maintenance repairs and replacement service

#### Key Responsibilities

- To carry out planned and responsive repairs and installations as required in tenant's homes and on construction sites; including but not exclusive to refurbishments, damp repairs, new roofs, kitchens, bathrooms, installation of canopies and rock doors;
- To provide technical expertise within the relevant trade area;
- To provide multi-skilled expertise within additional trades offering a high quality repairs and replacement service;
- To be expected to up-skill and develop, to enable completion of all types of multi-skilled work;
- To work alongside other trades people, providing support and training as necessary where apprentices are used;
- To use hand and electric/hydraulic machine tools and be prepared to undergo training for this;
- To drive and be responsible for a company vehicle when required and in accordance with health and safety and WCHG's Fleet Policy and Drivers Handbook, including conducting weekly vehicle checks;
- To use and be responsible for a company mobile phone as required by WCHG, ensuring it is used responsibly in accordance with WCHG's instructions; and
- To complete all necessary associated work documentation.

#### Service Delivery

- To liaise with customers when arranging and carrying out work, having full regard to their needs;
- To work from verbal and written instructions, including drawings, diagrams and sketches;

- To assist in planning and organising workloads to ensure effective use of time;
- To assess, plan and request parts and materials required to carry out the work

### **Health and Safety Responsibilities**

- To contribute to and be responsible for the development of safe working methods, systems and procedures, ensuring a high quality service delivery;
- To co-operate with the employer and any other person in order to ensure that statutory requirements concerning health and safety are fully met;
- To actively promote good employee relations and safety practices in accordance with WCHG's policies;
- To follow WCHG Health & Safety Policy at all times;
- To operate all machinery and equipment in a safe and correct manner using all safety devised and practices;
- To handle and transport materials in a safe working manner;
- To ensure properties are left in a clean and safe manner on completion of work;
- To maintain a tidy appearance, ensuring Identification badge is worn and visible at all times when on site and when dealing with internal and external customers;
- To ensure Personal Protective Equipment is worn and used appropriately when required;
- To look after tools, materials and equipment guarding against loss or theft and making them ready for use when required; and
- To carry out all duties in accordance with safety regulations and Health and Safety procedures.

### **Decision Making**

- Carries out duties and makes decisions in line with WCHG's policies and procedures;
- Recommends any suggestions/improvements to influence wider decision making via appropriate channels;
- Plans and organises own work load to meet deadlines in line with the departmental service plans
- Resolves day to day issues, or identifies matters that require escalating

### **General**

- To promote and embed equality and diversity as an integral aspect of working for Wythenshawe Community Housing Group, leading by example;
- To take personal responsibility for ensuring that designated duties are executed at all times in accordance with corporate policies and procedures.
- To carry out any other duties as may reasonably be expected of the post holder commensurate with the scope, spirit and nature of the job.

*No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organization.*

## **Essential Training**

During your employment you must complete the following training, which will be paid for by WCHG:

- Fire Safety Awareness training
- Manual Handling training
- Cyber Security and GDPR training
- Equality and Diversity training
- Safeguarding training
- Carbon Literacy training
- Asbestos Awareness Training
- Safeguarding Training