

## bpha ROLE PROFILE



<b>JOB TITLE:</b>	<b>Plasterer - Multi Trader</b>
<b>REPORTS TO:</b>	<b>Supervisor</b>
<b>POSITION LEVEL:</b>	<b>E1</b>
<b>JOB PURPOSE &amp; ACCOUNTABILITIES:</b>	<p>Responsible for the delivery and completion of repairs within our customers’ homes and within empty homes (voids).</p> <p>As a Plasterer multi discipline trade operative, you will have a core trade in plastering with the relevant training, experience and trade skills to cover a wide range of plastering related repairs and works.</p> <p>The ideal candidate will also have trade skills to cover multiple repair tasks to a high standard and quality.</p> <p>The tasks undertaken by this role will vary from day to day, and ideally include knowledge and ability to carry out other repairs such as carpentry, plumbing, tiling, decorating, bricklaying, groundworks, and fencing.</p> <p>You will be accountable for:</p> <ul style="list-style-type: none"> <li>Delivering a service which understands the needs of our customers and delivers a positive outcome for them.</li> <li>Being professional, courteous, empathetic, adaptable, self-motivated, take pride and ownership of your work, able to resolve problems you encounter, deliver a high-quality repair, and provide an excellent customer experience every time.</li> <li>Adhering to all policies, procedures, processes, controls, systems, required training and record keeping. Ensuring that we operate in a safe, customer centric, environmentally ethical, and accountable way. Meeting and/or exceeding our performance targets, understanding, and mitigating risk.</li> <li>Attending all required training, toolbox talks, one to ones and appraisals, Embracing the opportunity for challenge, personal growth, and development. Engaging with other team members as required.</li> <li>Ensuring that all company owned property is properly maintained, cared for, respected, and</li> </ul>

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	<p>always remains fit for purpose.</p> <p>Maximising your first-time fix rate and daily productivity level, delivering a high standard of workmanship, quality, and customer experience. You will ensure that van stocks are maintained, and source other materials required in a timely fashion to meet the service needs &amp; performance targets.</p> <p>Liaising and communicating with managers, supervisors, schedulers, other colleagues, and customers whilst undertaking your duties to ensure we deliver on our promises and provide our customers with a first-class repairs service.</p>
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KEY RESULT AREAS	MEASURES OF SUCCESS
<p>Health, Safety, Environment and Quality (SHEQ):</p> <p>Responsible for adhering to all systems, policies, procedures, processes, documentation, and record keeping requirements in relation to SHEQ, fleet and tools. Including but not limited to the correct use of appropriate PPE, the completion of dynamic risk assessments, following COSHH regulations, completing fleet vehicle safety checks, driving safely, loading of your vehicle, the use of lone worker devices, working safely around asbestos, and following all safe methods of work, customer safety protocols, responsible waste disposal and recycling.</p> <p>Attend training for and maintain qualifications in, all required SHEQ mandatory learning and development as defined by bpha, as well as</p> <ul style="list-style-type: none"> <li>• trade specific qualification.</li> </ul>	<ul style="list-style-type: none"> <li>• All statutory and regulatory compliance adhered to.</li> <li>• SHEQ control measures, policies, procedures, rules, forms, safe methods of working, training, toolbox talks, document control, record keeping are always adhered to.</li> <li>• Good engagement, understanding and confidence in working safely, that demonstrates you have a good understanding of SHEQ, your individual responsibility, and the practical of application SHEQ whilst at work.</li> <li>• Attendance, participation, and attainment of mandatory training, product and specialist equipment training, maintenance of professional qualifications and toolbox talks.</li> <li>• Reporting of near misses and accidents, and full co-operation in all investigations.</li> <li>• Equipment condition is regularly checked, and as required equipment is serviced, calibrated and PAT tested.</li> <li>• Whilst driving a company vehicle ensure that you obey all laws, follow the highway code, check your vehicles condition each day and rectify issues discovered.</li> </ul> <p>Ensuring that you are courteous to otherdrivers and other members of the public.</p> <ul style="list-style-type: none"> <li>• Reduced environmental impact through recycling of waste, materials</li> </ul>

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	<p>and product selection, reduced fuel use through driving sensibly and</p> <ul style="list-style-type: none"> <li>• economically.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Customer experience:</b> Responsible for delivering a positive experience for our customers whilst working within their homes, achieving a high-level of first-time fix, and ensuring that we achieve a positive outcome for the customer. All team members are expected to conduct themselves and represent bpha in a courteous, respectful, and professional capacity at all times. bpha undertake regular engagement with our customers following a</li> <li>• repair and their level of satisfaction is monitored and recorded.</li> </ul>	<ul style="list-style-type: none"> <li>• Supervisor, manager, surveyor inspections, audits, and checks</li> <li>• H&amp;S inspections, audits, and checks</li> <li>• Customer compliments and complaints</li> <li>• Customer satisfaction surveys</li> <li>• Follow on works                             <ul style="list-style-type: none"> <li>• Recalls and defects</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• <b>Technical expertise &amp; quality:</b> Applying your technical knowledge, skills, and training to complete the repairs assigned to you in a safe, efficient manner. Ensuring, that they are of high quality, comply with our technical specifications and provide a long-lasting solution. Ensuring that your individual skills matrix is updated regularly, aiding efficiency by ensuring that work applicable to your skills set and</li> <li>• competency will be assigned to you via our job management system.</li> </ul>	<ul style="list-style-type: none"> <li>• Defects and recalls</li> <li>• Customer compliments and complaints</li> <li>• Customer satisfaction survey</li> <li>• Post inspections                             <ul style="list-style-type: none"> <li>• Skills matrix / scheduling tools</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• <b>Productivity &amp; downtime</b> Taking responsibility for ensuring that you operate in an organised way with minimal downtime, meeting the needs of our customers, whilst</li> <li>• operating safely and achieving a high level of first-time fix.</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicle tracking system reports                             <ul style="list-style-type: none"> <li>○ Start &amp; finish times</li> <li>○ Vehicle Idling times</li> <li>○ Travel times</li> <li>• ○ Driver behaviours</li> </ul> </li> </ul>

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<p>Taking a pro-active and co-operative approach with managers, supervisors, schedulers, and other colleagues to ensure that they are kept well informed. Providing information and suggestions on how we could potentially improve productivity and reduce downtime. Organising your van stocks and material collections efficiently.</p>	<ul style="list-style-type: none"> <li>○ Locations visited &amp; routes</li> <li>● Job management system reports</li> <li>○ Productivity</li> <li>○ SOR task time 'v' actual job time             <ul style="list-style-type: none"> <li>○ KPI's</li> </ul> </li> </ul>
<p>● <b>Materials, Products and Van Stock:</b>          You will strive to improve your first-time fix rate by maintaining adequate approved van stock levels and working with your supervisor on improving the stock profile. Ordering non-van stock items responsibly, from approved bpha suppliers and from approved stock lists in accordance with the procedure for this. You will ensure that all rules around how to purchase products are followed and all required information is given every time. You will ensure that your merchant procurement cards are kept safe and are used in accordance with bpha policies, procedures, and rules.          Show consideration of the environmental impacts of the materials you use, ensuring that you understand the safe disposal of waste, and work with your Supervisor and Manager to improve our approved list and</p> <ul style="list-style-type: none"> <li>● introduce products that are safer and kinder to the environment.</li> </ul>	<ul style="list-style-type: none"> <li>● <b>Merchant Performance reports (such as)</b> <ul style="list-style-type: none"> <li>○ Itemised spend by operative / trade</li> <li>○ Frequently used items</li> <li>○ Van stock performance</li> <li>○</li> </ul> </li> <li>● <b>Internal Performance reports (such as)</b> <ul style="list-style-type: none"> <li>○ First-time fix</li> <li>○ Productivity by operative / trade</li> <li>○ Trade/individual materials use and spend</li> <li>○ Fleet tracker reports</li> <li>○ Follow on</li> <li>● <ul style="list-style-type: none"> <li>○ Waste</li> </ul> </li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>● <b>General:</b>              To undertake additional duties commensurate with the level of this</li> <li>● role as required, following all bpha Policies and Procedures</li> </ul>	<ul style="list-style-type: none"> <li>● Your active contribution in ensuring that bpha is successful and that you are an active contributor in achieving our goals and targets.</li> <li>● Participate actively in the wider bpha community</li> <li>● Mandatory training and reading being kept up to date</li> <li>● GDPR awareness and compliance</li> <li>● Take an active role in bpha's positive and proactive approach to health</li> </ul>

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	<ul style="list-style-type: none"><li>• and safety in the workplace</li></ul>
<ul style="list-style-type: none"><li>•</li></ul>	<ul style="list-style-type: none"><li>•</li></ul>

**PERSON REQUIREMENTS – state if ESSENTIAL (E) or DESIRABLE (D):**

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### **Key Skills and Attributes**

- A strong, demonstrable commitment to excellence in customer service (E)
- An organised approach to work, self-motivated, with a positive attitude and able to manage time effectively and efficiently (E)
- Good general organisational, problem-solving, communication skills (E)
- Ability to take ownership of issues/problems and personally see them through to delivery (E)
- Good attention to detail and quality (E)
- IT skills suitable for carrying out basic tasks on a computer or hand-held device (E)
- Desire to learn new construction skills and develop within the role (D)

### **Knowledge and Experience**

- Good general all round trade and construction knowledge & experience (E)
- Good and relevant health and safety knowledge (E)
- Good knowledge of NHF schedule of rates (D)
- Experience of working within occupied homes (D)
- Experience of working within tight time restraints (E)
- Experience & training on working with non-licensed asbestos (D)

### **Qualifications or training required (or appropriate demonstrable experience)**

- Ideally educated to GCSE or equivalent levels (E)
- NVQ level 2 or higher in a Construction trade, or C&G 6219-07: Multi-skills (E)
- CSCS Card (D)
- First Aider Trained (D)
- Full clean driving licence (E)

## VALUES AND BEHAVIOURS:



### We take responsibility

- We always do what we say, when we say we will
- We are accountable for what we do and sometimes, what we don't do
- We do the right thing not the easy thing

### We are better together

- We are one bpha, committed to our shared goals and standards
- We achieve more with others, inside and outside bpha
- We value and draw strength from our diversity and differences

### We show empathy

- We respect every colleague and customer
- We listen and make sure we understand
- We are considerate to each other and protect our environment

### We are ambitious

- We learn, and with our customers find better ways
- We will make a positive difference for more people
- We are committed to excellence and being the best we can be

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<b>Special Requirements if appropriate for role:</b>	
Role profiles are a snapshot of requirements at the time of writing; content may change from time to time to ensure that roles continue to meet the changing needs of the business. Role profiles are reviewed yearly.	
<b>DATE LAST REVIEWED:</b>	<b>20<sup>th</sup> June 2024</b>