

Job Title: Multi Trader

Role Purpose: To complete multi-skilled activities such as: carpentry, plumbing, plastering, tiling, bricklaying and decorating (as applicable) to a high standard and in line with company standards and specification whilst delivering high levels of customer satisfaction.



ABOUT THE ROLE

One of our core priorities across all parts of the business is delivering an excellent experience every time to every customer, internal and external. Our service style is being easy, reliable and empathetic – which you will make a central part of your role.

In particular:

- Ensure all work is carried out within the allocated time frame to a high standard and quality and communicate progress to colleagues.
- Comply & adhere to all Health and Safety regulations including PPE, COSHH, and RAMS.
- Conduct yourself appropriately, ensure the corporate code of conduct & brand guidelines are adhered to (i.e. punctuality, clean vehicle, uniforms and site appearance).
- Maintain appropriate van stock and ensure orders are placed with suppliers and comply with the group specifications.
- Ensure you maintain accurate job records in line with company and legislative requirements.
- To comply with company policies, procedures and standards.
- Be available for the Out of Hours (OOH) standby cover.

About you:

- You will be totally committed to delivering excellent customer experience – being easy, reliable and empathetic in the way you deal with customers, and colleagues.
- Being able to work on your own initiative.
- Takes ownership of issues/problems and sees them through to a satisfactory conclusion.
- Respectful to customers, neighbours, homes and personal items.
- To ensure continuous professional development opportunities are utilised.
- Ideally educated to GCSE or equivalent levels.
- NVQ level 2/3 Carpentry.
- NVQ level 2/3 Plumbing.
- C&G 6219-07: Multi-skills.
- Good general communication and problem-solving skills.
- Commitment to providing great customer service.
- Working with Asbestos and willingness to undertake asbestos training including face fit.
- Previous Multi Trade experience.
- Awareness in: manual handling, ladder safety, working at height, abrasive wheels, first aid, health and safety, electrical and gas regulations – desirable.
- Experience of working within occupied properties – desirable.
- The role requires a full, clean drivers licence and will be subject to basic DBS check.

Employees are responsible for their own Health & Safety, ensuring a safe working environment for colleagues.