



## Person Specification

### Multi-Skilled Technician (ALL TRADES)

| SECTION                                   | CRITERIA   |
|---|--|
| <b>Education &amp; Qualifications</b>     | <ul style="list-style-type: none"> <li>• NVQ Level 2 or equivalent in a construction trade</li> <li>• Experience of undertaking multi-skilled housing maintenance work and/or experience of reactive repairs</li> </ul>  |
| <b>Skills, Knowledge &amp; Experience</b> | <ul style="list-style-type: none"> <li>• Prior experience of working in a building/construction environment;</li> <li>• Ability to demonstrate a thorough knowledge of the skills, technology and safety procedures required to carry out the full range of tasks contained with the job description;</li> <li>• Ability to demonstrate a thorough knowledge of associated materials, plant and equipment;</li> <li>• Experience of delivering a customer focused service;</li> <li>• Ability to communicate on a one-to-one basis and produce information in a written format, including completion of necessary work documentation;</li> <li>• Ability to carry out duties under minimum supervision and as part of a team;</li> <li>• Ability to work to targets;</li> <li>• Must possess a full driving licence;</li> <li>• Must be prepared to work at heights using ladders, scaffolding and work in confined spaces and in a variety of work conditions;</li> <li>• Must be able to establish and maintain good customer relationships;</li> <li>• Must be able to participate in emergency service involving working outside normal working hours as and when required;</li> </ul> |

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|   | <ul style="list-style-type: none"> <li>• Willingness to undertake an enhanced criminal records bureau check; and</li> <li>• Must be prepared to undertake additional training associated with the specific requirements of the trade as and when required.</li> </ul> |
| <p><b>Key Responsibilities of Role</b></p>  |   |
| <ul style="list-style-type: none"> <li>• To provide a comprehensive technical service within a relevant trade area; and</li> <li>• To provide a high quality and responsive multi-skilled maintenance repairs and replacement service</li> </ul>  |   |
| <p><b>Key Team Relationships</b></p>  |   |
| <p><b>Key Internal working relationships are with</b></p> <ul style="list-style-type: none"> <li>• Senior Managers</li> <li>• Operational Teams across the Group</li> <li>• Colleagues and service users</li> </ul> <p><b>Key External working relationships are with:</b></p> <ul style="list-style-type: none"> <li>• Customers and tenants</li> <li>• Contractors – providing agreed services on the Group’s behalf</li> </ul> |   |