



## Job Description

File name:	Multiskilled Technician
Date:	March 2023

Job Title:	Multi Skilled Technician
Responsible to:	Team Manager and Supervisors

### Summary of the job

To carry out Multi-trade maintenance, refurbishment and construction activities in a core trade craft discipline and to be suitably qualified and proficient in an element of the following trades Joinery, Plumbing, Plastering, Painting and Tiling in order to complete repairs / projects to the customer or client's satisfaction.

### Main tasks

- Undertake associated duties or tasks that complement the core trade such as Plastering and Painting.
- Plan and organise work in an economical and effective manner, making the best use of your available time, plant, transport and materials in accordance with specified company's required outputs and priority response times.
- To operate within a scheduled appointment systems if required including communicating with customers and other team members in order to effectively undertake the works.
- Undertake the supervision and training of apprentices, trainees or other employees as assigned to effective standards and specifications.
- To undertake diagnostic and pre-measuring work in order to ascertain the nature of any repair and facilitate its completion.

- Use any communication or ICT equipment to facilitate the job role. E.G. receiving work instructions, completing works orders, general communications, ordering of materials, recording of inspection reports and details of impress stock usage.
- To make necessary decisions regards repair requirements with regards contractual guidelines and informing customers, with reasons, when it is not possible to complete a repair and make mutually agreed arrangements to complete the repair, referral for clarification or escalation.
- To correctly complete all documentation and provide / input all information associated with the role and duties undertaken.
- Contribute to the company's Personal Development Planning Programme.
- Undertake individual or corporate training and development in association with your role and duties.
- To drive company vehicles in a careful and professional manner in accordance with all company procedures.
- Maintain and operate an agreed range of stock and equipment within the vehicle provided.
- Use all necessary tools, plant and equipment associated with the post and duties undertaken.
- Manage materials as effectively as possible with regards to minimising waste, choice of specification and logistics.
- Ensure compliance with all minimum standards of work, customer care requirements and key performance measures in undertaking the role.
- Work with, and provide information relating to technical matters to any group as directed by the Team Manager / Supervisor.
- Liaise with other staff, surveyors and sub-contractors as necessary to ensure the timely completion of works within agreed operational targets.
- Communicate openly and positively with customers.
- Adhere to Magenta Living policies and procedures regarding Health & Safety.
- To undertake associated low risk asbestos work in accordance with Asbestos Essentials (HSG210) and Magenta Livings agreed working practices as required to carry out repair and maintenance tasks, following appropriate training.
- Observe and continually promote the companies Equality, Diversity and Inclusion Policy.
- Have knowledge of Magenta Living's Corporate Objectives and promote its values and aims and objectives at all times.
- Act in accordance with the company's data protection, probity and financial policies.
- Support the delivery of efficient, value for money services and aim to exceed the expectations of clients and customers.
- Support the continuous improvement of quality management practices and systems.
- To attend briefings, meetings, training sessions and conferences as necessary.
- Able to participate in Magenta Livings 24/7 out of hours call out Rota if required.  
(*Rota based on a voluntary basis*)

## Your personal attributes, including required qualifications and experience

### Qualifications

- Time served Apprenticeship.
- Craft City and Guilds or NVQ Level 2.
- Advanced Craft City and Guilds or NVQ Level 3 (Desirable, **Essential for roles of Plumber and Electrician**).
- An appropriate qualification and/ or able to demonstrate an extensive track record in Multi-skilling.
- Possession of a current CCN1 gas safety qualification (**Essential for role of Gas Plumber technician**).
- Appropriate CSCS card is desirable

### Experience

- Proven track record of working within the Construction industry.
- Dealing with the public in a customer focussed manner.
- Attention to detail and high standards of work.
- Good relationship building skills with the ability to communicate at all levels.
- A good understanding of Health and Safety regulations.
- Ability to ensure accurate and timely completion of all paperwork including job tickets and timesheets.

### Skills

Proficient in at least 2 principle trades. Secondary trade (joinery, plumbing, plastering, Tiling, floor laying and Painting).

- Customer care skills.
- Problem solving abilities.
- Self-motivated and able to work on own initiative.
- Ability to carry out physical demands of the job.
- Ability to communicate verbally in an effective manner.
- Ability to plan and organise workload.
- Treat people with equal respect and practice equality and diversity.
- Able to consistently meet & better target outputs set by line manager.
- Have a flexible approach to work and willing to undertake a wide variety of duties as they arise.

### Special Requirements

- Full clean driving licence is essential.
- To wear Magenta Living uniform and identification card.
- Work within Magenta Living's Lone Worker Policy.

- Understanding of the role of a Registered Provider of Social Housing

## All employees are expected to:

- Be accountable for your own actions, standard of work and behaviour
- Treat our customers with respect and deliver what you promise, in accordance with the organisation's policies/procedures/processes
- Be adaptable in approach and behaviour, and respond positively to change
- Be a team worker who builds positive relationships across the organisation
- Be ambitious in your approach to generating ideas to improve services
- Abide by our employment policies and procedures
- Observe the Magenta Way Behaviours

## All managers are expected to:

- Comply with the Magenta Living Managers Standards

**Note** – The Magenta Living Managers Standards and Behaviours can be found on our intranet site YETI for internal employees.

This job description is not exhaustive, nor is it intended to be, but should give the post holder a good understanding of the demands of the job. You are expected to be flexible to maintain the good reputation of the team and will therefore, be asked to carry out other tasks that are unforeseen at this time e.g. legislative changes, improvements in service delivery, project work etc, however you will be given the correct guidance and support to enable you to conduct these duties effectively.

## Values

Our Magenta Living Values are as follows: -



## Behaviours

Our Magenta Living Behaviours are as follows: -

