



wdh

Job Description

Job Title:	General Trade
Grade:	CGBT/SCGBT
Section:	Technical Services
Reports to:	Site Manager or Team Leader
Responsible for:	There may be a requirement to mentor apprentices or trainees.

The Job

Is to:

- complete responsive and/ or planned property maintenance safely within corporate performance targets in relation to your trade.
- complete the above works as directed by your line manager, or management.

The Day to Day

Depending on the work stream you are allocated to, you will:

- undertake all work in line with health and safety policies, risk assessments, method statements and safe working practices;
- operate as a lone worker who can manage, control and be responsible for a stock of materials held within a van supplied by WDH;
- be able to work on own with limited supervision but also partner with tradespeople, Handypersons and General Labourers as required, to carry out repairs, maintenance, and associated construction tasks safely and in line with corporate performance targets;
- complete tasks associated to your trade using your knowledge, skills and experience to ensure all works adhere to industry standards, specification and manufacturer's instructions;
- multi-skill beyond your trade where possible and carry out any other appropriate task as instructed by management to ensure the delivery of a safe and value for money service;
- ensure good housekeeping, cleanliness and tidiness of your work area;
- use handheld (daily) and desktop (occasionally) ICT systems to record accurate information associate to the tasks undertaken e.g., job records, material / equipment orders and time sheets;
- liaise with tenants, tradespeople, sub-contractors, suppliers, and management concerning the timing and progress of work to be undertaken; and
- undertake the role of an apprentice mentor and act as a role model for other tradespeople.

Personal Contacts:

Internal: Managers, Team Leaders, tradespeople.

External: Tenants, owner occupiers, members of the public, sub-contractors, suppliers.

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nour and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Requirements of the Role			
A qualification at Level 2 of the Regulated Qualifications Framework associated to the appropriate trade	✓		AF / CQ
Valid CSCS Card.	✓		AF / CQ
Current, valid UK driving licence with the ability to travel throughout the WDH operating area.	✓		AF / CQ
Able to heavy lift and carry heavy materials and equipment.	✓		AF / I
Able to work at heights (using ladders or scaffold as required).	✓		AF / I

Determination			
Experience of completing construction or property maintenance tasks using plant, hand tools and power tools associated to their trade.	✓		AF / I
Excellent communication skills.	✓		AF / I
Excellent time keeping skills.	✓		AF / I
Ability to work with minimum supervision, be self-motivated and a good problem solver.	✓		AF / I
Understanding of dependencies, programming and timescales regarding property maintenance and construction work.	✓		AF / I
Takes ownership of their tasks and duties and delivers these to a high standard.	✓		AF / I
Liaise with colleagues and tradespeople to schedule follow on works as required.	✓		AF / I

Makes cost conscious decisions and delivers an effective and efficient value for money service.	✓		AF / I
Experience of working to performance targets, including but not limited to productivity, quality and cost of work.	✓		AF / I

Nous			
Ability to work as part of a team and on own initiative	✓		AF / I
Can demonstrate Health and Safety awareness and work safely.	✓		AF / I
The ability to multi-skill in your own and other trade areas to ensure a first-time fix, or to prevent other trades having to complete work.	✓		AF / I
Experience of working in occupied and empty properties.	✓		AF / I
Complete works to the required standards, specification and manufacturer's instructions.	✓		AF / I
Understanding the requirements of specifications and drawings.	✓		AF / I

Attitude			
Able to communicate with colleagues, customers and third parties in a polite and pleasant manner.	✓		AF / I
Able to work flexibly in terms of hours and tasks to fulfil business and customer needs.	✓		AF / I
Able to demonstrate a customer focussed attitude.	✓		AF / I
Willing to complete the training and qualifications identified for the role.	✓		AF / I
Adaptable to learn new skills.	✓		AF / I

Additional Requirements of the Job			
The post holder must be flexible when required to meet business needs and may be required to form part of the Technical Services Out of Hours rota.	✓		I

Key
AF - Application Form
I - Interview (this may include a presentation and occupational test where appropriate)
CQ - Certificate of Qualification