

<b>Job Title</b>	Multi-skilled Technician	<b>Location</b>	Guinness Property - Variable	<b>Job Family</b>		<b>Grade</b>	
<b>Reports to</b>	Area Managing Supervisor or Working Supervisor	<b>Designation</b>	Mobile	Guinness Property		<b>C</b>	

**Overall Purpose:** To provide a high quality, customer focused maintenance service in compliance with relevant procedures and legislation.

Responsibilities & Outcomes	Skills / Experience	General Role Expectations								
<p><b>Key Responsibilities:</b></p> <ul style="list-style-type: none"> <li>Deliver high standards of work, relevant to the primary trade required for this role.</li> <li>Carry out associated secondary trade activities within acceptable quality standards to support Guinness's KPIs for a first time fix.</li> <li>Contribute to the delivery of a great customer service and the achievement of operational KPIs.</li> <li>Provide accurate working information on operational activities, electronically or otherwise, in accordance with legislative and company requirements and procedures.</li> <li>Assess risks prior to carrying out work and take appropriate Health and Safety measures to ensure personal safety and the safety of our customers and colleagues.</li> <li>Take personal responsibility for the condition and appearance of the Company vehicle to ensure it complies with regulatory and Guinness standards</li> <li>Ensure that accurate records are kept of van stock so that stock levels are appropriately maintained</li> <li>Ensure all plant and equipment is fully functional, appropriately maintained and certificated with defects reported and waste materials disposed of correctly.</li> <li>Support the protection and safety of our customers by ensuring safeguarding procedures are followed and safeguarding concerns are appropriately identified, monitored and reported.</li> </ul> <p><b>Key Outcomes:</b></p> <ul style="list-style-type: none"> <li>Compliance with current legislative guidelines, company procedures, policies and standards.</li> <li>Delivery of all services in line with customer service standards and good working practice.</li> <li>Near misses and RIDDOR reportable accidents are recorded in an accurate and timely manner.</li> <li>Guinness Property KPI for first time fix of repairs is met or exceeded.</li> <li>Achievement of key performance and productivity indicators.</li> <li>Increased customer satisfaction in areas of service delivery responsibility.</li> <li>Effective team working with colleagues and external agencies to ensure any operational difficulties are escalated.</li> <li>Works are completed within budget and in line with business requirements.</li> <li>Safeguarding concerns, suspicions or allegations of abuse are appropriately identified, recorded and sent to Tenancy Enforcement.</li> </ul>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>Demonstrable competence within required primary trade.</li> <li>Various multi-trade skills and experience, sufficient to enable the completion of repairs at the first visit (first time fix).</li> <li>Experience of working in a customer focused environment within agreed performance targets.</li> <li>Proven ability to work methodically, follow agreed procedures and accurately record data and information.</li> <li>Ability to work with minimal supervision and demonstrate organisational and time management skills.</li> <li>Ability to make decisions and solve problems seeking any advice required.</li> <li>Ability to carry out physical tasks and lift weights in accordance with Health and Safety guidelines.</li> <li>Ability to operate safely having taken into account any environmental circumstances and possible risks.</li> <li>Demonstrate the Guinness Behaviours.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>Experience of working within the social housing sector.</li> </ul> <p><b>Qualifications</b></p> <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>NVQ Level 3 (City &amp; Guilds) Trade Qualification or equivalent recognised competency in the required trade.</li> </ul> <p><b>Other</b></p> <table border="1"> <tr> <td>Driving Licence Required</td> <td>Yes</td> </tr> <tr> <td>Mobile working required</td> <td>Yes</td> </tr> <tr> <td>Evening and weekend working required</td> <td>Some</td> </tr> <tr> <td>Mobile location working</td> <td>Some</td> </tr> </table>	Driving Licence Required	Yes	Mobile working required	Yes	Evening and weekend working required	Some	Mobile location working	Some	<p><b>These are the requirements for roles at Grade C. There may be certain headings against which the requirements of individual roles are higher or lower. Your manager will advise if this is the case.</b></p> <p><b>Accountability:</b></p> <ul style="list-style-type: none"> <li>Operates <i>largely autonomously</i>, within set guidelines with managerial guidance.</li> <li>End <i>results largely defined</i> but <i>interpretive judgement</i> is used to achieve them.</li> <li>Works to <i>clearly defined</i> budgetary parameters and targets.</li> </ul> <p><b>People Skills:</b></p> <ul style="list-style-type: none"> <li>Typically <i>oversees/co-ordinates</i> the work of others, and may be a knowledge leader or lead a <i>small-medium sized team</i>.</li> <li>Required to maintain effective relationships within <i>own area of responsibility</i>.</li> <li><i>Manages</i> and <i>ensures</i> consistency of the employment experience in own area.</li> </ul> <p><b>Impact &amp; Influence:</b></p> <ul style="list-style-type: none"> <li>May be required to make a <i>variety of decisions</i>, some complex in nature, with concern for impact on others.</li> <li>Actions <i>may</i> have internal and external impact/influence.</li> <li><i>Provides guidance</i> and <i>shares knowledge</i> with colleagues relating to own specialism.</li> </ul> <p><b>Thinking Challenge:</b></p> <ul style="list-style-type: none"> <li>Required to identify, assess and <i>resolve complex issues/problems</i> within own area of responsibility.</li> <li>Sufficient job knowledge to enable the analysis of principles and concepts.</li> <li><i>Designs and develops</i> a continuous improvement approach within own area.</li> </ul> <p><b>Customer Service:</b></p> <ul style="list-style-type: none"> <li><i>Respects and values</i> customers, both internal and external, and demonstrates our commitment to high quality customer service in all that is done.</li> </ul>
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Mobile working required	Yes									
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You are also required to undertake any other duties within your capabilities as may be reasonably required.