

Role Profile

Job Title	Multi Skilled Technician		
Reporting into	Property Delivery Team Manager		
Directorate	Property Services - IMS	Working Style	Mobile (IMS Only)
Responsible for	N/A		
Level of Work	Level 1 - Team Member		

Summary of Role:

As a Multi Skilled Technician you will ensure the delivery of a high-quality fault fixing and maintenance service across multiple sites that meet our service specifications and customer expectations. This role sits within the internal maintenance service (IMS) covering the geographical area of LiveWest. The IMS team is responsible for the responsive repairs and maintenance service of our properties.

Key Areas of Responsibility:

- Undertake all work to the highest standard possible and in line with current best practice and our guidelines, while complying with contract specifications and service delivery conditions. This includes delivery of the service to the highest standards of customer care and act as an ambassador for the company while in customers' homes.
- Inspect and diagnose faults to basic building elements and rectify.
- Ensure compliance at all times with Health and Safety guidelines, policies and procedures which includes the LiveWest Fleet policy.
- Delivery of a high level of service, working towards a first-time fix.
- Delivering a positive and professional approach at all times to our customers.

Skills, Knowledge and Experience:

Skills, knowledge and experience required for a Level 1 - Team Member role, along with the below role specific requirements:

- Post qualification experience in core trade.
- Ability to diagnose basic building faults.
- Ability to use and update computerised devices (including Handheld smartphone or Tablet PC).
- **Mason:** Plastering, bricklaying, screeding, tiling, excavation and drilling, maintenance and use of abrasive wheels equipment, basic plumbing and carpentry.
- **Carpenter:** Use of planer, morticer, circular saws, dust extraction equipment, pillar drill, and undertaking patch repairs to wall finishes, tiling, general joinery, woodwork, basic plumbing and masonry, maintenance and use of abrasive wheels equipment
- **Plumber:** Welding, brazing, lead work, repairs to domestic hot/cold water supplies, clearance and repairs to soil and associated waste water systems, patch repairs to wall finishes, tiling, basic carpentry and masonry.
- Experience with unvented systems.
- Experience utilising other building skills to an acceptable standard.

- Awareness of Health and Safety procedures.
- Knowledge of responsive maintenance.
- Understanding KPI's required.
- Experience of working in customers' homes. (D)











Professional/Vocational/Academic Qualifications:

- Good general education supplemented with relevant experience.
- Recognised apprenticeship or qualification in a core trade.
- Asbestos HSG210 (D)
- Good level of literacy and numeracy.

Safeguarding and Lone Working:

- Basic DBS check.
- Lone Working.

Values and Behaviours to be demonstrated in this role:

We are customer focused	We challenge convention	We deliver together
 <p>We are committed to safety <i>We operate safely, and are committed to ensuring the safety and wellbeing of others</i></p>	 <p>We keep learning <i>We know the business, are commercially astute and an SME in our field</i></p>	 <p>We manage ourselves <i>We take accountability for our own performance and actions</i></p>
 <p>We listen and take account of customer views <i>We put the customer at the heart of what we do</i></p>	 <p>We do the right thing <i>Operates fairly and respectfully, expects the same from others, and focusses on the right stuff</i></p>	 <p>We collaborate with others <i>Works effectively with others to achieve goals</i></p>
 <p>We get things done <i>We have personal drive and deliver to a high standard, on time</i></p>	 <p>We innovate and improve <i>We constantly seek to improve the way we do things</i></p>	 <p>We lead and inspire <i>We get the best out of others by providing strong and flexible leadership</i></p>
 <p>We communicate effectively <i>We ensure effective flow of information and ideas</i></p>		

The above criteria are considered essential unless indicated as desirable (D)

Please refer to the levels of work framework for the generic responsibilities, experience, skills and qualifications required for all roles at this level.

This list is not exhaustive and you will be expected to perform different tasks as necessitated by your changing role within the organisation and overall business objectives and values of LiveWest.

You are expected to work within the guidance set out in LiveWest's policies and that you comply with the confidential nature of some processes in line with the General Data Protection Regulations 2018. Confidentiality can only be maintained when someone is not at risk. Any child protection or vulnerable adult concerns should be reported to the line manager immediately.