

JOB DESCRIPTION

Craftsman – FOR YOU PROPERTY SERVICES LTD

Responsible To: FYPS Manager

1.0 For You Property Services Ltd

For You Property Services (FYPS) is a trading arm of Care and Repair North East Wales (CARNEW). FYPS mainly carries out small scale home adaptations for CARNEW, together with repairs and maintenance work for private and commercial clients.

2.0 Job Purpose

The purpose of the role is to undertake high quality minor adaptations, repairs, maintenance and building works to customer's homes. All works are to be completed adopting a right first-time approach, in a customer focused manner, within agreed target time and to the satisfaction of the customer. The role will involve the installation of various multi skilled roles i.e. grab rails, stair rails, doors, lego ramps, painting, tiling, shower seats, fold up rails, modular ramp systems, modular step systems, external rails.

3.0 Main Responsibilities

- To visit customers at their homes to carry out a wide range of minor adaptations, repairs, maintenance and building works.
- Perform all work to a high standard ensuring the complete satisfaction of the customer.
- To ensure that all work is carried out in a safe manner and that all Health and Safety requirements are adhered to.
- Adopt a right first time, customer focussed approach to all works undertaken
- Liaise with staff from external organisations and where necessary to discuss works.
- To be responsible for ordering and obtaining the necessary materials to carry out the required work within agreed ordering procedures.
- To keep appropriate records of work carried out and materials used for each job.
- Provide adequate protection of customer's furniture, carpets, & personal possessions etc.
- To be responsible for the removal of waste and debris after completing work and leaving the site clean and tidy.
- Ensure the day to day cleanliness, safety and security of the organisation's lockups.
- Take responsibility for using and maintaining PPE (Personal Protection Equipment)
- Ensure the safety, security and maintenance of tools and equipment and report any defects to the Manager.
- Carry out regular basic maintenance checks of vehicles provided and report any defects to Managing Director.
- Maintain customer confidentiality and act in a sensitive and responsible manner.
- Provide information and advice to other organisations so that common objectives can be met.

- Work in close co-operation with colleagues and in accordance with the aims and objectives of the organisation.
- Maintain stock control records.
- Undertake and successfully complete training as set out in a training plan.

3.1 General Duties

- Demonstrate a pro-active commitment to effective change management and its delivery.
- Participate in regular team meetings.
- To actively look for and suggest ways of improving operational efficiency and productivity.
- To work always in a positive, cooperative and supportive manner.
- A good standard of general health and fitness is required. The post can be physically demanding in relation to the ability to bend, stretch, lift, carry and climb steps and ladders.
- To undertake all other reasonable tasks consistent with the objectives of the post as delegated by the Manager..

4.0 Implementation of Job Description

- It is inevitable that duties will change to reflect organisational change and growth. The Managing Director in conjunction with the post-holder will develop and evolve the detailed tasks required for this position as part of the role's appraisal process

PERSON SPECIFICATION

MULTI SKILLED OPERATIVE – CARE & REPAIR HOME IMPROVEMENT SERVICES LTD

Requirement	Essential	Desirable
Qualifications		
NVQ level 2 or equivalent in a relevant trade (in certain circumstances relevant and proven experience may be considered)	✓	
City & Guilds Advanced Craft level 3		✓
Time served apprenticeship in a relevant trade	✓	
Possess a relevant CSCS card		✓
Experience		
Experience in carrying out a range of small building repairs and adaptation work	✓	
Experience of managing basic paperwork and record keeping	✓	

Experience of managing a diary and arranging appointments	✓	
Experience of working in a domestic environment		✓
Experience of working with older or vulnerable people		✓
Skills & Knowledge		
Knowledge of Health and Safety issues	✓	
Aware of the needs of the customer and is proactive to meeting those needs	✓	
Understanding of and commitment to equal opportunities and diversity and its delivery	✓	
IT literate with knowledge of smart phone, tablet and computer		✓
Ability to prioritise workloads to meet deadlines	✓	
Ability to carry out work with minimum supervision	✓	
Good numerical skills with an ability to accurately estimate costs	✓	
Effective interpersonal and communication skills	✓	
Ability to deal with confidential issues effectively and sensitively	✓	
Demonstrate a commitment to customer service and positively welcome opportunities to provide a good quality service	✓	
Demonstrate a willingness and ability to perform creatively and with flexibility within the guidelines and constraints of agreed policies and procedures	✓	
Demonstrate a commitment to effective team working	✓	
Ability to manage change	✓	
Ability to deal with potential conflicts of interest and sensitive information	✓	
Ability to recognise and adhere to professional boundaries	✓	
Ability to communicate in Welsh		✓
Other		
Hold a full valid driving licence	✓	
Willingness to learn and undertake training as required	✓	
Completion of any relevant training regarding working with vulnerable customer groups		✓

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