



Job Description	General Maintenance Operative
Reports to	Senior Site Manager
Version No.	1
Date	February 2022
Location	Newtown (Travel required)

Purpose of role

To undertake general maintenance works (installation, repair and maintenance) at both Commercial and Domestic sites as required by the business.

1. Main duties and Accountabilities

Undertake general maintenance and repair works at domestic properties and commercial buildings in accordance with Building Regulations. Such works may include but are not limited to:

- Undertaking Kitchen and bathroom replacements including basic plumbing, tiling and flooring in occupied and un-occupied properties.
- Carry out repairs to the fabric of a building, for example repairs to walls, doors, door frames, skirting boards or plaster damage to internal walls
- Decorating
- Maintain plumbing and drainage systems, for example basic repairs to WC systems, leaking taps and unblocking drains
- General clearing work
- Ordering of materials from local and national suppliers in accordance with EOM's procurement policy.
- Transporting, loading and unloading of materials
- Ensure that all works that you undertake conform to relevant standards, legislative requirements, policies and protocols in accordance with Company procedures and safety Standards.
- Maintain a clean, safe working environment at all times for yourself and your colleagues, moving and disposing of debris as required and storing tools securely when not in use.
- Assist with the completion and timely submission of quotes and other internal paperwork in accordance with company requirements.
- Liaise with customers to undertake work in their homes in a timely and convenient manner
- Be available and respond promptly to emergency call outs on a rota basis as and when required by the organisation.
- Ensure the company vehicle is stocked correctly in order to carry out tasks, kept clean and checked regularly.
- Ensure that vehicle housekeeping is undertaken regularly and that all vehicle stock is stored appropriately and safely within the vehicle

- Undertake training to improve knowledge and skills as required
- Represent the company positively at all times in accordance with the company Code of Conduct, building a positive relationship with customers.
- Carry out such other duties and responsibilities as may reasonably be directed by Management

2. Customer Services

- To provide excellent customer service to internal and external customers
- Ensure regular contact with the customer throughout works
- Liaise with both internal and external contacts in a friendly and helpful manner in order to uphold and strengthen the values of EOM and the wider Barcud Group.

3. Communication, Collaboration & Team working

- Promote close communication with colleagues
- Assist colleagues to support the delivery of excellent services.
- Work collaboratively with colleagues across the Barcud Group to ensure a joined-up approach to service delivery.
- Establish and maintain good relationships with colleagues, suppliers and customers
- Mentor apprentices, trainees and work placements as and when required.

4. Planning & Organising

- Manage own time to ensure that personal objectives are achieved.

5. Administration

- Be responsible for all own personal administration, ensuring data is held and processed in line with GDPR regulations
- Maintain both manual and computerised record and filing systems in line with internal processes and audit requirements
- Use the appropriate technology as instructed by management

6. Health & Safety

- Take responsibility for own Health & Safety.
- Ensure that all work is undertaken in accordance with the current health and safety legislation and undertaken in a diligent manner

7. Generic

- Take responsibility for own personal development.
- Foster a climate of continuous improvement, participating in service improvement projects as and when required.
- Actively promote the Barcud Group's Welsh Language scheme, and be aware of and act in accordance with the requirements of Equality & diversity legislation.

- Be aware of, and act in accordance with, the Group's Confidentiality Policy, and the requirements of the Data Protection Act.
- Promote a positive image of EOM and the wider Barcud Group.
- Undertake any other duties commensurate with the level of the post as required by the company.

EOM Electrical Contractors Limited

PERSON SPECIFICATION

JOB TITLE: **General Maintenance Operative**

CRITERIA	ESSENTIAL	DESIRABLE	METHOD OF IDENTIFICATION
Education & Qualifications	Qualified to City & Guilds / NVQ Level 2 in an Industry recognised trades/construction related discipline Good standard of education to minimum GCSE level Evidence of continually developing professional knowledge	GCSE level education to include Maths and English Grade C or above Safety Awareness Certificate	Application Form Production of certificates
Experience	A minimum of two consecutive years' experience of undertaking general property maintenance Experienced in basic plumbing Experienced in providing a customer focused service	Experience of fitting bathroom suites Experience of working for a housing association Experience of other trades, e.g. plastering, painting and decorating	Application Form Interview

	Experience of delivering a range of projects on time		
Job Knowledge	Knowledge of workplace safety, such as safe lifting and safe operation of hand and power tools etc. Up to date knowledge of legislative frameworks and key issues relevant to the post.	Knowledge of other trades	Application Form Interview
Competencies and Skills	Ability to undertake basic property maintenance tasks including basic plumbing, carpentry and decorating Skilled in operating and maintaining electrical and manual equipment and measurement tools Methodical with excellent attention to detail Ability to read technical documents and drawings and to take accurate measurements and calculate the size and amount of material needed Budgeting and financial skills. Ability to plan, organise and prioritise effectively, in order to achieve targets and meet deadlines.		Application Form Interview

	Ability to communicate clearly, confidently and politely Ability to build constructive and honest partnerships with customers, colleagues and suppliers Ability to complete paperwork (to include timesheets, job paperwork) accurately and to a high standard. Demonstrates commitment to customer service in all activities. Demonstrates ability to work independently and on own initiative. Demonstrates ability to work as part of a team and take instructions.		
Other Requirements	Full driving licence (max 6 points) Reliable and punctual Adopts a flexible approach to the requirements of the job Must be able to meet the physical requirements of the role – including bending, kneeling, lifting heavy objects, occasionally working at heights and in confined spaces.	Be able to hold conversations in the medium of Welsh (or be prepared to learn) to minimum ALTE Level 1	Application Form Interview

	Commitment to equality and diversity. Personal integrity. Enthusiasm and resilience.		
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