

## **Rykneld Homes Ltd.**

### **Job Description**

**Division:** Property Services                      **Service:** Trade Operative

**Post:** Wet Room Adaptations - Multi-trade Operative

**Post Number:** RH276

**Responsible To:** Trade Supervisor

**Subordinates:** None

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### **Key Accountability**

To carry out all aspects of work required for properties tenanted with vulnerable adults and/or children with complex needs for the purpose of Level Access Shower wet room adaptations to existing facilities.

To be multi-trade proficient and able to undertake all works with the only exceptions being Gas and Electrical works. With minimal need for calling upon alternative trades to attend site.

To assist the wider repairs and maintenance teams as required.

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### **Main Duties and Responsibilities**

- To provide support to vulnerable tenants and their wider family whilst work is conducted on the property. This will require going beyond what is considered standard methods of work due to the nature of the customer and their home environment.
- To ensure any medical needs are considered whilst work is undertaken, and the schedule of work doesn't leave the tenant(s) without facilities.
- To order plant and materials to arrive on site in an efficient and timely manner.
- Responsible for co-ordinating the attendance of a Gas Plumber or Electrician if required as part of the works.
- To interpret any technical specifications and/or Occupational Therapist requirements to ensure the design of any adaptation is adequate for current needs and if possible by using skills and knowledge to future proof the design.
- To liaise with Supervisors, Managers and other areas of the business such as stores and procurement to ensure works are undertaken in an efficient manner, minimising disruption to the tenants and families.
- To complete all works to a high standard, maintaining excellent customer care for our most vulnerable tenants.
- To be responsible for raising any safeguarding concerns whilst working in the property.

- To ensure tenants understand how to use any installed equipment.
- To use mobile hand-held technology.
- To carry out work in the most cost effective and efficient way reducing any down time to a minimum.
- To ensure that all aspects of Health and Safety regulations are adhered to at all times.
- To comply with any Risk Assessment, Method Statement or Safe System of Work.
- To undertake relevant training and development activities as required by the post, this includes non- licensed asbestos removal training.
- To undertake other duties and responsibilities as required from time to time commensurate with the grade of the post.

### **Key Contacts**

Supervisor, colleagues, customers and their families.

## Person Specification

<b>Personal Skills/ Characteristics</b>	<b>Essential</b>	<b>Desirable</b>
<b><u>Experience</u></b>  At least two years experience of working in a multi-trade role  Previous experience of working with vulnerable customers in similar environments  Previous experience of working with own initiative with minimal need for supervision  Previous experience of working at heights using ladders, scaffolding and in confined spaces and in a variety of work conditions.	✓    ✓  ✓	✓
<b><u>Qualifications and Training</u></b>  City & Guilds trade qualification or equivalent experience time served in a multi-trade role	✓	
<b><u>Special Skills and Knowledge</u></b>  Excellent communication skills at all levels and the ability to establish and maintain good customer/client relationships.  Ability to use Mobile Working technology.	✓  ✓	
<b><u>Personal Qualities</u></b>  Must have a full driver license  Due to the customer base it is necessary to have patience and understanding, with the ability to communicate with vulnerable customers  Must have a can-do attitude ensuring we are making people are our priority	✓  ✓  ✓	
<b><u>Special Role Requirements</u></b>  To have flexibility to remain on site until work is at a sufficient point to provide support with vulnerable customers and families – this is not always an 8 – 4 role as the needs of the customer comes first	✓	

## Equalities Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. If appropriate, disabled candidates should indicate on the application form if they have needs which should be taken into account by the shortlisting manager.