



Job Description

Job Title: Repairs Operative – Multi Trader

Department: Property Services

Salary: £40,953 - £42,861

Location: Leathermarket JMB Head Office

Reports to: Repairs Manager

Responsible for: No reports

Leathermarket JMB is Southwark's largest resident-managed housing organisation, managing 1600 homes in Borough and Bermondsey between London Bridge and Tower Bridge. Under the terms of a Management Agreement with Southwark Council, strategic decisions are made by a board of resident directors, elected by their fellow residents and "Residents are the Reason we are Here." A continuation ballot is held every 5 years.

As a TMO, we acknowledge the commitment and drive of our residents and we strive together, to provide a safe and friendly environment, in which residents can be proud of.

Purpose of the Job

A repairs operative will complete specified responsive repairs to Leathermarket JMB's managed properties ensuring that the JMB's repairing obligations (statutory, contractual and discretionary) are met at all times in the completion of the specified repair work. The job involves working in both tenanted and void properties and in communal areas of the blocks and estates irrespective of the weather conditions. Delivery of these responsive repairs will be to a high standard and in a timely fashion ensuring the needs of the tenants are paramount. The post-holder will form an essential part of the JMB's customer-focused service delivery and, as such, will always maintain the highest standards in terms of workmanship, uniform, customer care and compliance issues. The post-holder will be part of a team of Repair Operatives/Assistants directly employed by the JMB to deliver a more efficient, responsive and value for money service than if the service were contracted out to the private sector.

Main Duties and Responsibilities:

1. Carry out any and all responsive repairs as directed by the Responsive Repairs Manager (RRM) across multi trades as indicated at the end of this section, but specializing in carpentry works. At all times recognizing the work may be carried out in customers' homes and therefore appropriate procedures in terms of dust

sheets, debris clearance, safe working practices etc are to be adopted at all times.

2. Acting as the Direct Labour Organisation's (DLO's) expert carpenter will advise others on carpentry tasks they are required to perform and will help train Repair Assistants on the carpentry trade.
3. To identify the correct materials and tools (in terms of both type and quantity) for each job and to collect and transport materials to site ensuring that all stock/materials audit procedures are adhered to.
4. Carry out preparatory work in the JMB's woodwork shop as required. Reporting to the RRM, primarily responsible for the woodwork shop in terms of use, cleanliness and tidiness, compliance with health and safety regulations, security and stock and materials.
5. Liaise with office based JMB staff, residents or their representatives and outside bodies/staff to ensure appointments are kept and access arrangements are handled in a proper and timely manner.
6. Review the repair work specified both before and during the job reporting back on any additional work required or the need for an alternative design solution. Also to help diagnose and specify repair work in relation to 'inspect and report back' job tickets.
7. Ensure that all repairs needed to the JMB's block and estate communal areas are recorded and reported back to the RRM with special emphasis on compliance/health and safety issues such as communal lighting and trip hazards.
8. Attendance for evictions will be required from time to time and to facilitate forced entries (including subsequent security and lock changes) both to properties and communal areas.
9. As and when required to purchase materials and tools, to take delivery and store appropriately materials and tools and to make deliveries.
10. To respond to all emergencies, including those occurring out of core hours, in an appropriate and timely fashion to ensure that conditions are made safe and damage to the JMB's stock/assets is minimized.
11. Ensure that all compliance issues that come to your attention (for example health and safety, vandalism and antisocial behavior) are identified, documented, reported and remedied in a timely fashion.
12. Take responsibility for any JMB vehicle being used as part of the duties, ensuring it is driven in an appropriate manner, is roadworthy, serviced, clean and tidy. To ensure that it is used to transport personnel, materials and tools to site and to assist in the subsequent clearing of debris from site including its disposal.

Skilled Multi Trade works include:

- Ease and adjust door/window Incl. furniture
- Force entry and repair/replace locks
- Board up openings to make secure/weatherproof
- Renew architrave/skirting/dado rails etc.
- Renew/overhaul ball valve
- Clear blockages to sinks, baths, WC's and drains soil stacks and rainwater outlets
- Overhaul domestic water storage tank –
- Repair/renew/fix floorboard, kitchen units, pipe casing, fix stairs treads, risers, newels, balusters
- Fit new s/s sink and base unit
- Renew pipework/radiators to domestic heating systems
- Renew/fix worktops, kitchen units.
- Renew/refit baths and studding
- Repair garage/frame/locks
- Renew internal door and frame/external F.E.D and frame.
- Renew, refit, repair, take up and replace floorboards/coverings
- Repair/rebuild brickwork/blockwork including repointing
- chimney repairs including brickwork, pointing, flaunching and lead work/flashing
- Remove plasterwork (walls and ceilings) re plaster in bonding and finish coats
- Remove sand/cement render, re render in scratch and finish coats
- Install dry lining
- Concrete work

We do not expect every operative to come with experience of each task listed and will provide appropriate support and training where deemed necessary.

Job Context

The post holder reports to the Responsive Repairs Manager however having a trade, the post holder will be autonomous in both carrying out repairs on site and having day to day control of the woodwork shop. In carrying out repairs the post holder will be expected to work without supervision. In respect of carpentry activity the post holder will be expected to train, advise and supervise repair assistants as part of their development. As part of the customer facing workforce, the DLO must maintain the highest standard of a professional tradesperson at all times.

Person Specification

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Unless stated Desirable (D) all criteria are essential. Criteria will be assessed at shortlisting stage and may be discussed further in any interview.

Experience

1. Being highly skilled in the carpentry trade, with experience of delivering carpentry repairs.
2. Have extensive experience of delivering minor responsive multi trade repairs.
3. Experience of working for a social landlord (either directly or contracted) in a demand led environment.
4. Experience of basic stock control systems, compliance regimes and the use of materials, tools and vehicles.

Education and Knowledge

1. Appropriate trade certificate/qualification
2. Completed training/obtained certificates in at least two compliance areas including basic health and safety practices.
3. Have a full driving license.

Skills and Abilities

1. Basic numeracy and literacy to enable the post the holder to measure and quantify repairs/materials, report back on repair specifications etc and communicate with other JMB officers, customers and outside agencies.

2. Able to lift materials and tools, climb ladders and stairs, work in confined spaces and outside in inclement weather.
3. Able to diagnose when further remedial repairs are required and quantify in terms of materials, labor and access.
4. Display highest understanding of a customer focused approach including compliance with good practice when working in people's homes and good verbal communication skills.
5. Ability to work to time scales in relation to both attendance on site and repair delivery.
6. Ability to work alone and display self-motivation.
7. Ability to train repair assistants in post holder's trade.