



Division:	Landlord Services
Job Title:	Plasterer Multi tasked
Grade:	Skills Group 3
Post Number:	W121
Base/Location:	Council Offices Southfields
Responsible To:	Repairs Team Leaders
Responsible For:	Apprentices and Trainees
Key Relationships/ Liaison with:	Managers, Contractors other tradesmen and Tenants

Job Purpose	
	<ul style="list-style-type: none"> • To ensure Charnwood Borough Council achieves its vision and business objectives, by supporting the Repairs Team Leaders to drive and develop the service to achieve and maintain top quartile performance in all categories. • To deliver high quality customer standards and contribute to achieving and retaining the customer service excellence standard. • To carry out a wide range of plastering work associated with the business activities of Charnwood Borough Council. • To undertake all work to a competent recognised standard, with minimal risk to the health and safety of all those it may affect.

Main Duties and Responsibilities	
1.	To support the Repairs Team Leaders, through partnership working, in the delivery of Charnwood Borough Council's mission, vision and values and the delivery of the Management Agreement and Delivery Plan.
2.	To support the Repairs Team Leaders with the achievement of strategic, corporate and partnership initiatives for the repairs and investment services.
3.	To support the directorate in ensuring that the repairs and maintenance service reflects the needs and aspirations of the local community.
4.	To contribute to the Council's out of hours call out service and be included on a rota.
5.	To support the Repairs Team Leaders in delivering an excellent vacant property repairs service, responsive repairs service, gas servicing, maintenance and compliance service and planned maintenance services that are customer focussed and meet all legislative and statutory requirements.

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6.	Carry out all types of repair and maintenance work in a multi-skilled environment allied to the plastering trade discipline.
7.	Undertake appropriate working across trades during peaks and troughs of demand or surplus/shortfall of trade skills.
8.	Complete work to a high standard of quality and output.
9.	Ensure that repairs are carried out promptly and within the appropriate time limits.
10.	Introduce yourself to the tenant, show proof of identify and explain the nature and purpose of the repair. Wear overshoes within tenant properties.
11.	Liaise with other building trades as necessary for the efficient co-ordination of work activities.
12.	Notify the Repairs Team Leaders of any necessary major variations from the work as stated on the works order.
13.	Maintain safe methods of work at all times and adhere to current Health and Safety legislation.
14.	Wear appropriate personal protective equipment relevant to the task.
15.	Report all accidents and/or hazardous occurrences to the Repair Team Leader.
16.	Complete and submit vehicle sheets and any other procedural requirements as per the nature of the job.
17.	Act at all times in an appropriate and customer friendly manner when dealing with tenants and/or members of the public, ensuring the delivery of an effective and appropriate service to all service users fairly and without discrimination.
18.	Attend relevant training courses as and when required.
19.	Able to identify and advise on correct remedial action for all plastering and rendering works and specify correct product for best possible outcome.
20.	To carry out associated remedial works.
21.	Able to deliver any collected waste to the waste collection area or specified waste location.
22.	Undertake all works as directed by Repairs Team Leaders, Project Surveyors, and Charge hands or from the Business Support Team. Advise Work Planners of any issues or works which cannot be completed on first visit. Promptly complete records of all completed works, issues, material requests, follow on or any other field on the PDA or on any other directed format.
23.	Inspect items of disrepair. Assess options for repair or replacement and remedy disrepair in the most appropriate manner. Take responsibility for quality of finished job, life expectancy of repair and quality of service to the customer.

24.	Check and ensure that all places where work is to be carried out have a safe working environment to proceed. Report any unsafe working conditions to the Work Planner and do not start work unless authorised to proceed.
25.	Act as the directorate's contact with its Tenants and Residents regarding property issues, and arranging further appointments.
26.	Be responsible and aware of any safeguarding issues when within a tenant's property and report these to the Repairs Team Leaders.
27.	Make good disturbed structures/finishes of a minor nature and report on further works by other trades if required.
28.	Clear all work areas and remove any rubbish after completion of works.
29.	Assist other operatives where there requires more than one operative.
30.	Use, maintain, clean and store all tools, equipment, vans and first aid boxes etc., provided by Charnwood Borough Council in accordance with manufacturer's instructions. Bring to the notice of the Repairs Team Leaders immediately any items which are damaged, unfit for use or need servicing.
31.	Use vehicle fuel cards only for Company purpose.
32.	Order, collect and take delivery of materials or stock as per the agreements and procedures adopted by Charnwood Borough Council with suppliers.
33.	Seek and implement service improvements to meet the needs of internal and external customers when possible in consultation with Work Planners.
34.	Carry out all duties in accordance with relevant legislation relating to the construction and maintenance industry and in particular health and safety within the parameters of task and duties.
35.	Attend regular training, updates, Toolbox Meetings as instructed by the management team.
36.	Provide cover for team members when they are absent from work as and when required.
37.	Use transport provided by the group to agreed policies and procedures and be responsible for the safe use of the vehicle.
38.	Ensure all PDAs or other devices are used appropriately and that they are charged up prior to commencing a day's work.
39.	Train and supervise apprentices as and when requested by managers.
40.	Ensuring that any resale material removed from a property or materials not fully utilised within a designated job remain the property of Charnwood Borough Council.
41.	The Operative should not leave a property where there is no access without the authorisation of the Work Planner and should not undertake further works in a property above the agreed job without the same authorisation.
42.	To deliver tenant surgeries around training on small repairs and additionally demonstrations within community activities.

43.	To ensure that all specified maintenance work complies with current Building Regulations, Codes of Practice and Health and Safety legislation (in particular, the CDM Regulations 2007) and any other statutory requirements or European Directives relevant to the specific work.
44.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
Special Factors	
<ul style="list-style-type: none"> • The nature of the work may involve the jobholder carrying out work outside of normal working hours. • Post holder must possess a full driving licence. 	

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Date Prepared/Revised: 18th August 2016

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	Essential	Desirable	How assessed
Qualifications			
NVQ Level 2 or City and Guilds in Plastering equivalent.	✓		App/Doc
Appropriate qualification in Health and Safety.		✓	App/Doc
To be able to carry out a wide range of plastering work associated with the maintenance and adaptation of council properties and public buildings.	✓		App/Doc
Advanced City & Guilds (or equivalent) relevant building trade.		✓	App/Doc
To be able to undertake all work to a competent recognised standard, with minimal risk to the Health and Safety of all those it may affect.	✓		App/Doc
Working at Heights and general Health & Safety training.		✓	App/Doc
Evidence of continual professional/trade development.	✓		App/Doc
Or Demonstrable experience identified within the section below.			
Experience			
Apprentice time-served in plastering Minimum 3 years' experience following completion of apprenticeship.	✓		App/Int
A good knowledge and understanding of Social Housing.		✓	App/Int

NO-TRAINING-COMPENSATION

Experience in floor and wall tiling, rendering and textured wall and ceiling finishes.	✓		App/Int
Experience of ordering and receiving/collecting materials.	✓		App/Int
A good understanding and knowledge of up to date legislation relating to the building industry, including Health and Safety.	✓		App/Int
Ability to demonstrate technical skills.	✓		App/Int
Ability to use PDAs and administer all job-related requirements.	✓		App/Int
Ability to work at heights and experience of using ladder/scaffold towers to deliver work requirements.	✓		App/Int
Computer literate.		✓	App/Int
Experience in working within voids and responsive repairs.	✓		App/Int
Skills/Knowledge			
Proficient in another building trade area (multi skilled).	✓		App/Int
Problem solving ability.	✓		App/Int
Deliver a high level of customer care and support the organisation in delivering the customer service excellence standard.	✓		App/Int
Appreciation of safeguarding requirements and awareness.	✓		App/Int
A responsive and positive attitude to change, participating and makes constructive suggestions for solutions and improvements.	✓		App/Int
Understanding of data protection and confidentiality issues.		✓	App/Int
A commitment to delivering a quality service and continuously improving service delivery.	✓		App/Int
Up to date knowledge of health and safety legislation.		✓	App/Int
Ability to use own initiative.	✓		App/Int
Ability to work flexible hours.	✓		App/Int

Ability to make decisions, take the initiative and work under own direction.	✓		App/Int
Excellent attention to detail and the ability to rapidly analyse written information against predefined criteria.	✓		App/Int
Be able to demonstrate continuous service improvement through innovative thinking and application of improved processes and procedures.	✓		App/Int
Experience of safeguarding issues for both adults and children.		✓	App/Int
Able to demonstrate skills to improve services and performance for residents.	✓		App/Int
Interpersonal Skills			
Establish professional working relationships with customers, contractors, colleagues.	✓		App/Int
Ability to communicate well.	✓		App/Int
Works harmoniously with others helping to generate a positive team atmosphere whilst building effective working relationships.	✓		App/Int
Good interpersonal skills and a proven ability to communicate effectively at all levels.	✓		App/Int
Other requirements			
Must be flexible and be prepared to work outside normal office hours on occasion according to the needs of the service.	✓		App/Int
Full current clean driving licence.	✓		App/Int/Doc
Must be able to take part in the provision of out of hours call out rota and emergency services.	✓		App/Int
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓		App/Int
Key: App = Application form Test = Test Int = Interview	Pre = Presentation Med = Medical questionnaire Doc = Documentary evidence (e.g. certificates)		
Prepared by: Responsive Repairs RTL		Date: 18th August 2016	