

Job Description

Job Title: Newham Trainee Operative	Service Area: Repairs and Maintenance Service	
Directorate: Inclusive Economy and Housing	Post Number: Multiple	Evaluation Number: 6441
Grade: LBN Craft Apprentice RMS Year 3 Trainee Operative	Date last updated: May 2022	

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Overall Purpose of Job

To assist with the provision of a professional, quality service throughout the Council.

The purpose of this position is to allow a skilled entry level tradesperson the opportunity to develop further skills and ability to become a fully qualified Trades Operative within the London Borough of Newham.

Carry out the duties of a Trainee operative, take instructions and undertake allocated work. Comply with all health and safety legislation, whilst building and maintain positive working relationships with internal and external customers. Deliver a repairs and maintenance service to customers by working effectively through own initiative and as part of a team.

Job Context

The post holder reports to Repairs and Maintenance Service Repair Manager.

- The post holder has no line management responsibility.
- The post holder has no budget responsibility.
- The post holder will be required to wear a uniform and to ensure that all staff adhere to this dress code.
- The Trainee Operative will work alongside a relevant Supervisor, associated to the section they are allocated. The Trainee Operative will also have the support of the Manager responsible for the apprentices.
- The training period will be over a three or four year period and will be dependent on the trade that has been chosen by the trainee.
- The type of development opportunities these qualifications will open up are those of Maintenance Technician, Facilities Management, Property Engineer, Maintenance Manager and many other related positions.
- The Trainee Operative will be trade specific and will enhance the multi trade skills achieved during their first two years of apprenticeship.

Key Tasks, Commitment and Accountabilities

1. Key to the role will be their ability to act professionally in their attitude and approach to their training, especially when submitting assignments and course work which we expect to be presentable and of an acceptable standard, we also expect our trainees courteous, and punctual and have general desire and ambition to achieve new skills and operate at a very high standard when dealing with colleagues, residents and officers and members of the council.
2. The Trainee Operative is to understand the processes required under property building maintenance and all associated trades, the course content will continue to include health and safety, quality, plant & equipment and training in the various skills required to effectively maintain the councils housing stock.
3. As a Trainee Operative, the post holder will have opportunity to gain qualifications in a specific chosen trade, this will be achieved through attending College under block or day release (dependant on the facility) and to continue their development working at the Bridge Road Depot.

4. The post holder would be expected to work both independently and as part of a team, to have good communication skills and the ability to take ownership of situations that may arise.
5. The post holder is expected to have a primary trade and would be working on;
 - Bathroom and Kitchen Replacements
 - Voids,
 - FRA works,
 - General plumbing/carpentry,
 - UPVC window replacements,
 - Lock Smith
 - Flooring,
 - Tiling,
 - Plaster repairs
 - Joinery
6. To make the best use of appropriate ICT systems including the Council's internet and intranet, email and other systems in order to provide an efficient and effective service.
7. To ensure work is completed in accordance with agreed timescales, targets and service standards.
8. Prepare routine and standard correspondence on a range of issues, making amendments as appropriate to the individual circumstances.
9. To enter and maintain appropriate records onto the relevant systems, assisting with the production of statistics and management information as required.
10. To assist service users, staff and other agencies with general enquiries, both by telephone and in person.
11. To maintain excellent customer service in all areas of work.
12. To maintain high levels of sensitivity in relation to personal, confidential and sensitive issues.
13. To assist in preparation and despatch of agendas, minutes and other documents as necessary.
14. To administer a range of procedures relating to the appropriate functional team. Examples of such work may include:
 - a. Dealing with general enquiries.
 - b. Processing bookings
 - c. Preparing amendments/variations to documents.
 - d. Maintaining secure and accurate records.
 - e. Process documentation to meet deadlines.
 - f. Process records; monitor input on the corporate systems to ensure information is kept up to date.

- g. Collation, reporting and basic analysis of management information.
15. Attending pre-planned appointments and emergency repairs promptly within timescales set by Repairs and Maintenance Service. Working to a high quality standard and ensuring repairs are carried out Right First Time. Ensuring high quality standard of workmanship while maintaining an acceptable level of productivity.
 16. Recording and updating completion of works on handheld Personal Digital Assistant (PDA) and reporting back any follow on additional works to property services team.
 17. Organising and managing materials when required.
 18. Represent the London Borough of Newham in a manner conducive with the standards expected, including carrying an identity card and being smart in appearance, including wearing LBN clothing where supplied.
 19. Driving of vehicles and operating plant and equipment associated with building maintenance and construction. Ensuring vehicles and plant are kept clean and in good working order reporting defects as soon as possible. Ensure any relevant PPE is used.
 20. Responsible for maintaining health, safety and welfare of self, other employees and members of the public ensuring adherence to safe working practices and environmental procedures. Including attendance of weekly team meeting to discuss operational issues and Health and Safety updates (Tool box talks). Ensuring all work is carried out following safe working practices, risk assessments and method statements.
 21. Post holder would have access to and would have responsibility for;
 - Key-holding required (at times) in order to access properties for the purposes of inspections, emergency maintenance.
 - Keys/fobs for access to properties.
 - Use of company van to use **only** for tasks/ jobs associated with work required
 - Fuel Card
 - Use of power tools e.g. core drills, hand drills.
 22. Working with the Planned, Void Repairs, Responsive team and site managers to ensure works are completed in time and to client satisfaction.
 23. Carry out any other reasonable tasks as required by the Supervisor or other appropriate staff
 24. Adhere to agreed policies, procedures and code of conduct of the London Borough of Newham.

Personal Specification



Job Title: Newham Trainee Operative	Service Area: Repairs and Maintenance Service	
Directorate: Inclusive Economy and Housing	Post Number: TBC	Evaluation Number: N/A
Grade: LBN Craft Apprentice RMS Year 3 Trainee Operative.		Date last updated: May 2022

IMPORTANT INFORMATION FOR APPLICANTS

25. The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that, you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work. PROTECTING OUR STAFF AND SERVICES Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.	
KNOWLEDGE:	

<p>OTHER SPECIAL REQUIREMENTS:</p> <p>Willingness and ability to work occasional evenings and weekends to maintain service delivery.</p> <p>Some of the duties undertaken by this post will require the post holder to have a full current driving licence, and be willing to drive a Council vehicle after completing a Council driving test.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>Positive attitude Willingness to learn and develop</p> <p>Understanding and appreciation of customer care</p> <p>Dealing with customers fairly and equitably, showing respect for people at all levels</p> <p>Ability to deal with challenging situations</p> <p>Takes pride in their work meeting and maintaining standards consistently</p> <p>Courteous, polite and considerate</p> <p>Adaptable to change</p> <p>Hard working</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>

OTHER SPECIAL REQUIREMENTS:

1. Willingness to work anywhere inside or outside of the Borough.
2. Must be a Newham Resident
3. Have a full UK driving licence before applying for councils driving assessment

Application Form/Interview

Application Form/Interview/Test