

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Multi-Trade Operative	Grade:	PO1
Reports to (Designation):	Work Supervisor	Grade:	
Directorate:	Quality and Investment	Section:	Repairs

Main Purpose of the job:

To deliver a high-quality, customer-focused repairs and maintenance service across tenanted and void properties within the London Borough of Lewisham.

The postholder will be a front-line representative of Lewisham Council, working directly in residents' homes and across council-owned properties. The role requires competence in at least two trade disciplines, supporting flexible service delivery within a multi-skilled workforce.

The postholder is also expected to actively engage in training and development to continually improve technical competence, safety, and customer experience.

Summary of Responsibilities and Personal Duties:

Key Responsibilities

Service Delivery

- Deliver a wide range of repairs and maintenance tasks to a high standard across occupied and void properties.
- Work independently and as part of a multi-skilled team to complete jobs efficiently and effectively.
- Carry out property inspections and follow-on works as instructed by supervisors or managers.
- Ensure all work is completed to agreed quality standards and within service expectations.

Customer & Resident Focus

- Act professionally and courteously when working in residents' homes, recognising the importance of trust and respect.
- Communicate clearly with residents about the work being undertaken, managing expectations appropriately.
- Work sensitively with vulnerable residents and adapt approach where necessary.
- Always Promote a positive image of Lewisham Council.

Digital & Administrative Working

- Use mobile devices and job management systems to:
 - Receive and complete work orders
 - Update job status in real time
 - Upload photographs and evidence of completed works

- Record accurate notes and information
- Complete all associated paperwork and digital records accurately and promptly.

Health, Safety & Compliance

- Work in full compliance with health and safety legislation, council procedures, and safe systems of work.
- Use personal protective equipment (PPE) appropriately at all times.
- Identify hazards, unsafe conditions, or compliance risks and report them promptly.
- Maintain awareness of relevant property safety requirements (e.g. asbestos awareness, safeguarding, general building safety).
- Report accidents, incidents, near misses, damage, or defects in accordance with council procedures.

Safeguarding

- Recognise safeguarding concerns when working in residents' homes and report these in line with Lewisham Council safeguarding procedures.
- Maintain professional boundaries when working with residents.

Vehicles, Tools and Materials

- Take responsibility for a council-issued vehicle during working hours, ensuring it is driven safely and kept secure.
- Ensure tools, equipment and materials are properly maintained, stored and secured.
- Ensure no tools or materials are left unsecured in vehicles overnight.

Professional Standards

- Attend appointments punctually and notify supervisors or residents of delays where necessary.
- Communicate effectively with supervisors, colleagues, planners and support teams.
- Participate in training, toolbox talks, and professional development activities.
- Demonstrate flexibility in supporting service demands within contracted working hours.

General Responsibilities

- Comply with all Lewisham Council policies and procedures, including those relating to health & safety, equality & diversity, data protection, and conduct.
- Participate in appraisal and performance review processes.
- Undertake any other duties commensurate with the grade, as reasonably required.

This job description is not exclusive or exhaustive. It is intended as an outline indication of the areas of activity and can be amended in the light of the changing needs of the organisation.

Internal Contacts: Repairs Back Office team, managers, supervisors, and other council colleagues.

External Contacts: Residents, contractors, and external agencies.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Council's appraisal system and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

**THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO
MEET THE CHANGING NEEDS OF THE SERVICE.**

PERSON SPECIFICATION

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

DBS Disclosure Required? Yes - Basic

(Tick as appropriate – guidance available from your HR Advisor)

PERSON SPECIFICATION

JOB TITLE: Multi-Trade Operative

POST NO:

DEPARTMENT: Housing Services

GRADE: P01

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Experience

- Experience working within the building maintenance, repairs, or construction environment. **S**
- Experience working independently to diagnose faults and complete repairs.
- Experience working as part of a team.
- Experience of providing good customer service, ideally within residents' homes.
- Experience of completing job records, reports, or digital updates.

Knowledge & Skills

- Sound understanding of repairs and maintenance work in domestic properties.
- Competence in at least two trade disciplines (e.g. carpentry, plumbing, plastering, decorating, tiling, etc.). **S**
- Ability to communicate clearly with residents and colleagues.
- Ability to manage own workload and organise daily tasks.
- Good awareness of health and safety in a property maintenance environment.
- Basic digital skills (or willingness to learn) to use mobile job systems.

Qualifications

- Relevant City & Guilds and/or NVQ (or equivalent) in a building trade. **S**
- Good level of literacy and numeracy.
- Full UK driving license. **S**

Equality & Diversity

- Demonstrates a commitment to equality, diversity and inclusion in service delivery and employment practice

DBS

This role involves working in residents' homes and is subject to a DBS check.