

## Bernia Group Role Profile

**Title:** Multi Skilled Operative

**Reporting to:** Team Leader

**Date:** May 2025

## Purpose

Deliver property maintenance services in line with all group standards, key performance indicators and targets ensuring a high standard, value driven, customer centric service is provided. Whilst working closely with all stakeholders to ensure all legal, statutory and regulatory requirements are met.

## Accountabilities

### Operational

- Undertake a wide range of multi-skilled works, relevant to domestic and commercial property maintenance to the highest quality and standard. In accordance with work requests and pre-determined specifications to a wide range of fixtures and fittings.
- Complete repairs utilising multi-skill knowledge and experience to provide a one stop shop, first fix, first time service in order to complete a repair.
- In line with predetermined specification or approved best practice, assess and undertake the most cost-effective repair solution ensuring effective value for money is delivered. Organising materials, providing detailed information, effectively communicating with other stakeholders and colleagues to deliver a high-quality service.
- Demonstrate a sound working knowledge of all elements of building construction, components, materials, building trades and applicable building regulations.
- Deliver work activities in line with all health and safety requirements, demonstrating a sound working knowledge of key legislative health and safety information and safe working practices. Ensure risks are effectively mitigated and all instructions followed providing a safe working environment for all stakeholders at all times.

- Proactively liaise with all stakeholders to organise workload and commitments to ensure the delivery of a cost effective, first class service.
- Ensure van-based stock is maintained to appropriate levels as well as ensuring the effective procurement for non-stock items via external suppliers or in-house stores department.
- To meet the requirements of a customer driven service, maintain a flexible approach to work and be committed to upholding all service level agreements including the delivery of an '**out of hours**' emergency service, early evening and weekend appointments.

## Strategic

- Make recommendations to improve business delivery that will see customer experience improved and exceed expectations.
- Contribute to the design and implementation of business improvements within the PMD to ensure we continue to deliver a first-class service.
- Build effective working relationships with Team leaders, colleagues, and all stakeholders.
- Support a culture of high performance in your areas that encourages cultural development as well as continued service improvement.

## Corporate

- Deliver all services in line with Bernicia standards ensuring an equitable, high performing customer service is always delivered.
- To promote the service and Bernicia positively whilst carrying out all duties in abeyance with the code of conduct at all times.
- At all times ensure that duties are carried out in compliance with the Company's equal opportunities policy and all other policies designed to protect employees or service users from unequal treatment or harassment.
- Ensure that all core policies in relation to customer care, data protection and health and safety, etc are fully followed.

The above list is not exhaustive, and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of new technology and continuously improving the way we do things.

You must therefore be committed to personal development and to becoming multi-skilled in order that you can adapt to and welcome constant change in the effort to achieve the stated aim of “making continuous improvements in the efficiency and effectiveness of our use of resources”.

All staff are encouraged not to ignore work at the boundaries of their specific role, but to take “ownership” of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

You must carry out your duties with full regard to the Bernicia Way and must draw to their manager’s attention any unsafe working practice/conditions.

### Essential/Desirable Skills & Experience

#### Essential criteria:

Required to have good general trade skills, to allow you to carry out construction works in the repairs and maintenance sector

Appropriate CSCS card

Experience of working in a customer focussed service

Experience of delivering services within the social housing sector

Experience of working within a commercial and domestic property maintenance environment.

Experience of working in a target driven environment

The ability to adapt to change positively and contribute to new and better ways of doing things

Demonstrate an understanding of what makes a real difference in delivering excellent customer services

#### Desirable criteria:

Hold relevant health & safety qualifications which relate to the sector and industry in general

Asbestos awareness training

Relevant power tool training  
Manual handling

Appropriate and current training in COSHH & PPE

Access equipment and working at height training e.g. easi-deck/mobile elevated work platforms

Experience of using PDA technology (handheld/mobile working technology).

Sound knowledge of health and safety regulations, regulation and ACOPS relevant to the post and associated tasks undertaken within it, in line with HASAWA 1974

<p>The ability to communicate effectively with a diverse range of people (customers, staff and colleagues)</p> <p>The ability to work well with colleagues and other teams and contribute to achieving Bernicia's goals, free from personal objectives</p> <p>Ability to personally resolve problems through good negotiation, influencing and problem-solving skills</p> <p>Ability to undertake direct and multi-skilled trade competencies for effective property maintenance.</p> <p>Demonstrate an ability to understand and undertake formal and dynamic risk assessments in line with the post</p> <p>Understand, interpret and deliver work in line with relevant construction drawings, planning and building control requirements. Sound knowledge of building construction, components, building trades and applicable building regulations</p> <p>A commitment to high standards and continuously seeking improvement</p> <p>A self-starter with an enthusiastic "can-do" attitude who can plan, organise and execute all works efficiently and effectively delivering services under own initiative.</p> <p>Have a flexible approach to work for the delivery of all services</p> <p>Highly self-aware and ensuring own behaviour and attitude has a positive impact on others</p> <p>Ability to work under pressure and deliver outputs in line with Group targets and deadlines</p> <p>Ability to work within a diverse and dynamic environment</p> <p>Assertive and able to give and receive feedback positively</p> <p>Committed to personal development and learning</p>	
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Hold a current, clean full UK driving licence Must be able to work outside normal hours i.e. Standby	
Signed by Post holder..... Date .....  Signed by Manager ..... Date.....	

Values	
Value	Expectation
Customer Focussed	Because we care about our customers, how we do things is as important to us as what we do. We understand our customers and deliver great customer service.
Teamwork	We work together, across boundaries, to meet the needs of our customers and help the organisation to be successful.
Integrity	We uphold the highest standards of integrity in all our actions.
Respect for People	We value our people, encourage their development and reward their performance.
Leadership	We provide strong corporate governance and leadership which is out-come focussed.
Accountability	We are personally accountable for delivering on our commitments.
Behaviours	

Behaviour	Expectation
Customer Focus	<ul style="list-style-type: none"> <li>• Understanding that our customers are our colleagues as well as our tenant, clients and other stakeholders.</li> <li>• Putting ourselves in the shoes of our Customers.</li> <li>• Actively listening to what a customer is telling us and responding to their feedback.</li> <li>• Working to our service standards and agreed timescales.</li> <li>• Being flexible in our response to customers based on their needs whilst working within boundaries.</li> <li>• Having brave conversations with customers and managing their expectations.</li> <li>• Respecting people's time, privacy and (if relevant) their property.</li> <li>• Treating customers fairly, promptly, effectively and with empathy.</li> <li>• Demonstrating sensitivity to the customs, cultures and beliefs of our customers.</li> <li>• Checking-in with customers to see if they are happy and satisfied.</li> </ul>
Team Work	<ul style="list-style-type: none"> <li>• Being friendly, encouraging supportive, and respectful to our colleagues.</li> <li>• Working collaboratively and making an active and constructive contribution to the team.</li> <li>• Sharing knowledge, skills and expertise freely with others.</li> <li>• Putting our hands up to help.</li> <li>• Being dependable.</li> <li>• Positively and respectfully challenge others if we disagree with them.</li> <li>• Working with a "one organisation" approach and actively challenge the "North / South" divide.</li> <li>• Saying "thank you" and recognising the good work of others.</li> <li>• Having positive banter with colleagues in ways that includes everyone.</li> <li>• Embracing different technologies and ways of communication and connecting with colleagues.</li> </ul>
Integrity	<ul style="list-style-type: none"> <li>• Doing what we say we're going to do.</li> <li>• Working with high personal and professional standards.</li> <li>• Being trustworthy, truthful and honest.</li> <li>• Challenging and speaking up if we see unethical working practices or poor standards.</li> <li>• Asking for help when its needed.</li> <li>• Having zero-tolerance for inappropriate, offensive or discriminatory behaviour.</li> </ul>

	<ul style="list-style-type: none"> <li>• Standing up for the principles and standards we believe in.</li> <li>• Doing the right thing - not just the easy thing</li> <li>• Positively representing Bernicia in the way, we do our job.</li> <li>• Giving credit to others for their work and contribution</li> <li>• Maintaining trust and confidentiality to sensitive information.</li> </ul>
Accountability	<ul style="list-style-type: none"> <li>• Taking responsibility for our actions and areas of work.</li> <li>• Seeing things through and delivering on promises.</li> <li>• Owning mistakes, putting them right and learning from them.</li> <li>• Being clear about areas of responsibility and positively communicating them to others.</li> <li>• Signposting people to colleagues who can help if an issue is not an area of personal responsibility.</li> <li>• Taking steps to positively highlight or resolve problems.</li> <li>• Working to clear objectives and deadlines.</li> <li>• Keeping up to date and staying aware of professional standards and trends in our areas of work.</li> <li>• Recognising the impact that individual behaviour and conduct has on Bernicia.</li> </ul>
Respect for our people	<ul style="list-style-type: none"> <li>• Respecting the diversity and values of others.</li> <li>• Being inclusive and treating others with dignity and respect.</li> <li>• Trusting and supporting colleagues to do their job</li> <li>• Treating others based on how we would like to be treated.</li> <li>• Challenging the behaviour of people who do not show respect to others.</li> <li>• Being open, honest and dependable and playing our part in creating a culture of trust.</li> <li>• Communicating respectfully and professionally on all communication channels.</li> <li>• Being courteous and considerate.</li> <li>• Recognising that it is human to have biases and to make assumptions and that it is important to consider how our own biases and assumptions impact how we work.</li> </ul>
Leadership	<ul style="list-style-type: none"> <li>• Inspiring others and setting a positive tone by "walking the walk".</li> <li>• Being accessible and approachable to colleagues at all levels.</li> <li>• Giving timely feedback to others – praising positive performance and calling out poor performance.</li> <li>• Encouraging co-operation, collaboration and communication between teams.</li> </ul>

	<ul style="list-style-type: none"> <li>• Encouraging colleagues and teams to develop and grow</li> <li>• Encouraging positive change and innovation.</li> <li>• Constructively influencing and negotiating to achieve positive outcomes.</li> <li>• Demonstrating transparency in our decision making.</li> <li>• Encouraging a diversity of views and experiences and listening to all relevant voices before making decisions.</li> <li>• Being a role model and acting as an ambassador for Bernicia.</li> </ul>
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Criteria		
<b>Key Skills</b> Undertake a wide range of multi-skilled works, relevant to domestic and commercial property maintenance to the highest quality and standard. In accordance with work requests and pre-determined specifications to a wide range of fixtures and fittings.		
• Make good brickwork	E	
• Minor Joinery repairs	E	
• Make good plasterwork	E	
• Cut and make good chases in walls and floors		D
• Refix/renew ceramic wall and floor tiling	E	
• Renew concrete screed		D
• Renew vinyl floor tiles	E	
• Minor plumbing work	E	
• Replacing single/double glazed panes/units		D
• Roof space insulation	E	
• Painting & Decorating	E	
• Cleaning		D
• Guttering and rainwater goods	E	
• Mobile elevated platform experience		D
• Working at height from ladders and scaffolding.	E	
• Use of Tetra in line with the above - working at heights		D
• Operate and maintain hand power tools including drills, still saws	E	
• Asbestos awareness		D
• Minor roofing repairs (flat & pitched)		D