

Bernicia Group Role Profile

Title: Multi Skilled Operative (Flooring)

Reporting to: R& M Team Leader

Date: April 2026

Purpose

Deliver property maintenance services in line with all group standards, key performance indicators and targets ensuring high standards are consistently met together with observing all legal, statutory and regulatory obligations.

Accountabilities

Operational

- Deliver all services in line with Bernicia standards ensuring an equitable, high performing customer service is delivered at all times.
- Undertake Multi-skilled duties linked to vinyl flooring, including linked skills associated with other repairs and maintenance disciplines.
- 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.
- Cleaning and preparation of void properties including painting to the Bernicia standard in preparation for the new tenants.
- Maintain vacant property gardens, hedges & trees, prior to allocation and during periods of non-occupation. In accordance with work requests and pre-determined specifications to a wide range of fixtures and fittings.
- In line with predetermined specification or approved best practice assess and undertake the most cost effective repair solution ensuring value for money is delivered. Organising materials, providing detailed information, effectively communicating with other stakeholders and colleagues to deliver a high quality service.
- To have a sound working knowledge of all elements of building construction, components, materials, building trades and applicable building regulations.
- Undertake 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 ensuring risks are effectively mitigated and

all instructions followed providing a safe working environment for all stakeholders at all times.

- Ensure adequate store of materials are available and maintained, including van based stock, in order to undertake the required repair, proactively organise workload and commitments to ensure the delivery of an efficient and effective service at all times.
- Maintain a flexible approach to work and be committed to upholding all service level agreements including an '**out of hours**' emergency service, early evening and weekend appointments to meet the requirements of the service. It is a requirement of the service that the necessary level of repair is undertaken, where possible, that minimises work for the following day.
- The post holder's duties at all times must be 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.
- To promote the service and Bernicia positively at all times carrying out all duties in accordance to Bernicia's Policies and Procedures.
- Undertake other appropriate duties of a similar level and responsibility as may be required from time to time.
- 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.
- 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

- Comply with all relevant legislation and work within our policies and procedures.
- As appropriate to the role, take ownership of the data in your area and support the achievement of high quality data and data management across Bernicia, by ensuring any data recorded is accurate, reliable and trustworthy.
- Perform your role in accordance with the Bernicia Way and draw to your manager's attention any unsafe working practice/conditions.
- Maintain a safe and healthy working environment, by ensuring all health and safety policies and procedures are fully implemented and consistently applied and carrying out suitable and sufficient risk assessments.

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 technology and improving the way we do things. You must therefore be committed to personal development, adapting to and welcoming change and making continuous improvements in the efficiency and effectiveness of our use of resources.

All colleagues are encouraged to not ignore work at the boundaries of their specific role, by taking "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.

Essential/Desirable Skills & Experience

Essential criteria:

NVQ level 2 in Floorcovering

Minimum of 2 years onsite training

Appropriate CSCS card

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

Experience of working in a target driven environment

Installation & Repair of Vinyl (including cap and cove) tile flooring, in occupied social housing or commercial environments

Skilled in surface preparation, levelling, and using adhesives.

Ability to measure, cut, and fit flooring accurately.

Ability to undertake direct and multi-skilled trade competencies for effective property maintenance.

Working at height from ladders and scaffolding including use of Tetra.

Operate and maintain hand power tools including drills, sthил saws

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

To communicate effectively with a diverse range of people (customers, staff and colleagues)

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

To work well with colleagues and other teams and contribute to achieving Bernicia's goals, free from personal objectives

Desirable criteria:

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).

Experience of delivering customer focussed services within the social housing sector

Investigate building defects

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>Ability to personally resolve problems through good negotiation, influencing and problem-solving skills</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> <p>Hold a current, clean full UK driving licence Must be able to work outside normal hours i.e. Standby</p>	
<p>Signed by Post holder..... Date</p> <p>Signed by Manager Date.....</p>	

Criteria

Key Skills

Undertake various Multi-skilled works, and to assist in the removal of discarded items/personal effects from vacant and occupied properties and to arrange for their subsequent disposal or storage.

• Installation & Repair of Vinyl (including cap and cove) tile flooring, in occupied social housing or commercial environments	E	
• Make good brickwork	E	
• Make good plasterwork		D
• Cut and make good chases in walls and floors	E	
• Refix/renew ceramic wall and floor tiling		D
• Renew concrete screed	E	
• Minor plumbing work		D
• Replacing single/double glazed panes/units		D
• Roof space insulation	E	
• Minor Painting	E	
• Cleaning	E	
• Minor Joinery Works		D
• Guttering	E	
• Painting & Decorating	E	
• Cleaning		D
• Guttering	E	
• Mobile elevated platform experience		D
• Working at height from ladders and scaffolding.	E	
• Working at height from ladders and scaffolding including use of Tetra.	E	
• Operate and maintain hand power tools including drills, sthii saws	E	
• Asbestos awareness		D

Values	
Value	Expectation
Customer Focused	We understand our customers and champion customer focus.
Trusted	We uphold the highest standards of integrity in all our actions, we are personally accountable and deliver what we say we will do.
Respect for People	We respect our tenants and customers and recognise them as individuals. We value our colleagues, encourage their development and reward their performance.
Leadership	We provide strong and transparent leadership, supported by clear decision-making which is evidence-based and outcomes-focused.
Collaborative	We collaborate to help meet the needs of tenants and customers, partners and the wider North East.

