

Bernicia Group Role Profile

Title: Multi Skilled Bricklayer

Reporting to: Team Leader

Date: August 2026

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 all Bricklaying repairs and when required 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 ancillary 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

- 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 Skills & Experience

City and Guilds Craft Certificate in Bricklaying or equivalent

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

Sound knowledge of building construction components, building trades and applicable building regulations.

Investigate building defects and carry out building condition surveys.

Relevant power tool training

Experience of working in a customer focussed service

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

The ability to communicate effectively with a diverse range of people (customers, staff and colleagues)

The ability to work well with colleagues and other teams and contribute to

Committed to personal development and learning

Hold a current, clean full UK driving licence

Must be able to work outside normal hours i.e. Standby and Weekends

Ability to personally resolve problems through good negotiation, influencing and problem solving skills

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

Demonstrate an ability to understand and undertake formal and dynamic risk assessments in line with the post

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

A commitment to high standards and continuously seeking improvement

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.

Have a flexible approach to work for the delivery of all services

Highly self-aware and ensuring own behaviour and attitude has a positive impact on others

Ability to work under pressure and deliver outputs in line with Group targets and deadlines

Ability to work within a diverse and dynamic environment

Assertive and able to give and receive feedback positively

Desirable Skills & Experience

Appropriate CSCS card

Asbestos awareness 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 (hand held/mobile working technology).

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

Experience of delivering services within the social housing sector

Investigate building defects and carry out building condition surveys as required

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

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

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.
Behaviours	
Behaviour	Expectation
Customer Focus	• Understanding that our customers are our colleagues as well as our tenant, clients and other stakeholders. • Putting ourselves in the shoes of our customers. • Actively listening to what a customer is telling us and responding to their feedback. • Working to our service standards and agreed timescales. • Being flexible in our response to customers based on their needs whilst working within boundaries. • Having brave conversations with customers and managing their expectations. • Respecting people's time, privacy and (if relevant) their property. • Treating customers fairly, promptly, effectively and with empathy. • Demonstrating sensitivity to the customs, cultures and beliefs of our customers. • Checking-in with customers to see if they are happy and satisfied.

Team Work	• Being friendly, encouraging supportive, and respectful to our colleagues. • Working collaboratively and making an active and constructive contribution to the team. • Sharing knowledge, skills and expertise freely with others. • Putting our hands up to help. • Being dependable. • Positively and respectfully challenge others if we disagree with them. • Working with a "one organisation" approach and actively challenge the "North / South" divide. • Saying "thank you" and recognising the good work of others. • Having positive banter with colleagues in ways that includes everyone • Embracing different technologies and ways of communication and connecting with colleagues.
Integrity	• Doing what we say we're going to do. • Working with high personal and professional standards. • Being trustworthy, truthful and honest. • Challenging and speaking up if we see unethical working practices or poor standards. • Asking for help when its needed. • Having zero-tolerance for inappropriate, offensive or discriminatory behaviour. • Standing up for the principles and standards we believe in. • Doing the right thing - not just the easy thing • Positively representing Bernicia in the way, we do our job. • Giving credit to others for their work and contribution • Maintaining trust and confidentiality to sensitive information.
Accountability	• Taking responsibility for our actions and areas of work. • Seeing things through and delivering on promises. • Owning mistakes, putting them right and learning from them. • Being clear about areas of responsibility and positively communicating them to others.

	• Signposting people to colleagues who can help if an issue is not an area of personal responsibility. • Taking steps to positively highlight or resolve problems. • Working to clear objectives and deadlines. • Keeping up to date and staying aware of professional standards and trends in our areas of work • Recognising the impact that individual behaviour and conduct has on Bernicia.
Respect for our people	• Respecting the diversity and values of others. • Being inclusive and treating others with dignity and respect. • Trusting and supporting colleagues to do their job Treating others based on how we would like to be treated. • Challenging the behaviour of people who do not show respect to others. • Being open, honest and dependable and playing our part in creating a culture of trust. • Communicating respectfully and professionally on all communicationchannels. • Being courteous and considerate. • 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.

