

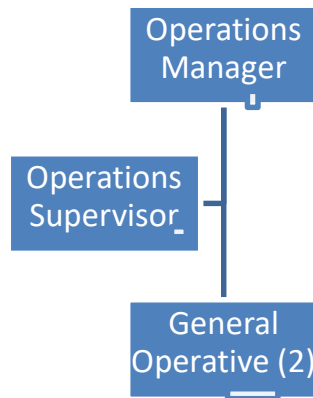


Job Title: General Operative – Level 2 (Semi Skilled)

Department: Hillcrest Maintenance

Salary: HM39 – T, Scalepoint 11B (£28,630 per annum)

Responsible to: Operations Supervisor



Main Purpose of Post:

- The General Operative will be responsible for various types of support work both on site and in relation to assisting trades operatives. The post holder will contribute at an operational level and be responsible for ensuring that works are carried out to a high standard and in line with Health and Safety Requirements.

Main Duties and Responsibilities:

1. Assist Trades Operatives in the execution of basic installation and maintenance work.
2. Undertake all requested 'general' labouring works ensuring that all work is carried out to a high standard and within designated time frames, for example, service level standards and team targets
3. Ensure tools and equipment are maintained in good condition and continue to be suitable for required tasks

4. Ensure all requested administration tasks are completed accurately and on time, for example, submission of time sheets, customer satisfaction information or job stock sheets
5. Undertake (as requested) specialised duties such as, erecting PASMA scaffolding, Diamond Core Drilling, cement and pointing works, radiator fitting, running pipes / cables and wall tiling
6. Contribute, as appropriate, to special projects and change programmes in support of Hillcrest's objectives

Customer and Partnership Working:

- Internal: Expected to work effectively with internal teams, for example, Housing Department, Asset Management, Customer Services, Contract Services in order to complete works in an effective and efficient manner
- External: Expected to work effectively with external stakeholders, for example, tenants and external contractors in order to ensure the efficient completion of works

Professional Standards:

To develop a good level of working knowledge of our policies and procedures, regulatory standards and legal requirements in relation to the service

To carry out any other reasonable duties as required by the organisation

Person Specification – General Operative Level 2 (Semi Skilled)

Attribute	Essential	Desirable	Method of Assessment
Qualifications	<ul style="list-style-type: none"> Basic literacy and numeracy skills 	<ul style="list-style-type: none"> Diamond Core Drilling Certificate PASMA Certificate 	Application Form Qualification Certificate
Experience	<ul style="list-style-type: none"> Experience working in property maintenance Proven experience of diagnosing problems and implementing effective solutions Working knowledge of the application of Health and Safety legislation Basic working knowledge of appropriate trades: for example window, kitchen, bathroom and reactive repair teams Working knowledge of Diamond Core Drilling 	<ul style="list-style-type: none"> Working knowledge of control of asbestos regulation Working knowledge of Housing Associations Multi-skilled works – Slabbing, cement and pointing works, plastering repairs, minor tiling works 	Application Form To evidence at Interview References for verification
Proven Competencies	<ul style="list-style-type: none"> Good communication skills (written and verbal) Proven experience of working to targets and deadlines Ability to build relationships with both internal and external stake holders Ability to utilise and update bespoke systems including sending and receiving emails (using PDAs/iPhone) High standard of customer care and personal integrity Ability to work independently and as part of a team Results driven “Right first time” approach Good time keeping 	<ul style="list-style-type: none"> Awareness of GDPR 	Application Form To evidence at Interview References for verification Test / Written Exercise
Role Specific Requirements	<ul style="list-style-type: none"> Full, valid UK Driving Licence Willingness to travel as required Willingness to undertake training as required Physically fit to a level that enables undertaking of associated manual handling duties 		To evidence at Interview References for verification

(Trades Staff)

CONDITIONS OF SERVICE

Hours:	Hours are 39 hours per week . Where additional hours are worked, overtime will be paid (must exceed full time hours). Employees are required to be part of the out-of-hours on-call rota.
Contract:	This is a Permanent Post . All posts are subject to a 6 month probationary period. A formal review will take place at 2, 4 and 6 months.
Place of Work:	The Hillcrest Maintenance office is in Tom Johnstone Road, Dundee although staff may be required to work in other geographical areas.
Tracker Data:	Tracker data is collected from software fitted within the vehicle's engine management system by the RAC. The RAC collect this data on behalf of Hillcrest. This information can be viewed in real time or viewed on a historical basis e.g. weekly exception reports.

It is used for a variety of purposes:

- ✓ As evidence that the vehicles are business use only for tax and, or auditing purposes
- ✓ For the safety of drivers, particularly when lone working, but also as protection against false claims
- ✓ To track a valuable asset for security purposes
- ✓ For fuel efficiencies as harsh braking and, or acceleration, poor route selection, unnecessary engine idling etc. lead to lower fuel efficiency and higher business costs
- ✓ Work planning, for example knowing which vehicles and, or employees are closest for job assignment and emergency repairs
- ✓ Ensuring staff compliance with working times

Scale Point and Salary:	<p>This post is Scale Point HM39 – T, Scalepoint 11B.</p> <p>Salaries are paid monthly, directly into a bank account of your choice on the around 25th of each month.</p> <p>The salary for the post of General Operative (Semi Skilled) is £28,630 per annum.</p>
Pension Scheme:	<p>Hillcrest Maintenance offers a pension under the Governments statutory auto-enrolment scheme, which is a Defined Contribution scheme with a company called NOW Pensions. At present staff contribute 5% with the employer 3% to the scheme. Further details of the scheme are available from the payroll team.</p>
Health Plan:	<p>Employees are automatically given free admission to the Health Plan Scheme. The cost for this is met by the Employer. Details will be sent out with the Contract of Employment.</p>
Death in Service:	<p>All employees are automatically included in a Death in Service Scheme, payment is 3 times an employee's annual salary.</p>
Annual Leave:	<p>Leave year runs from 1st January - 31st December. Annual Leave entitlement is 234 hours per annum (6 weeks), rising to 249.6 hours (6.4 weeks) over a 5 year period. Public holidays have been included in this annual leave entitlement. You are required to retain 39 hours annual leave (or part time equivalent) to cover the shutdown period over Christmas and New Year. Annual leave is calculated on a pro rata basis for part time staff.</p>
Clothing:	<p>Clothing bearing the company logo will be provided and will require to be worn at all times accompanied by an ID Badge.</p>
General:	<p>Hillcrest Maintenance have their own system in place for negotiating annual pay increases. Salary rates are aligned to the industry sector trade bodies, SJIB (Electricians), SNIPEF (Gas Engineers and Plumbers) and CIJC (Joiners, Painters and other craft trades) and SPADAC (Apprentice Painter). Employees have an option to join a Trade Union if they wish.</p>
Smoking:	<p>The person appointed will be working in a non-smoking environment. There are no designated smoking areas within the office. Smoking is permitted outside the building and should be out of view of clients and, or customers. This includes the use of E-cigarettes. Employees who are required to carry out their duties in buildings which are out with the</p>

control of Hillcrest Maintenance are jointly responsible for minimising their own exposure to risk factors such as passive smoking.

Qualifications:

Any offer will be subject to proof of qualifications essential, and where appropriate desirable, to the post.

Rehabilitation of Offenders Act 1974:

If you have any unspent convictions you must declare this on your application form.

In relation to 'spent' convictions, there is a list of convictions which must always be declared and a list of convictions that are declared, subject to rules. Failure to disclose relevant information will be regarded as a breach of trust and could lead to dismissal, disciplinary action or withdrawal of offers of employment.

If you are unsure whether or not you need to disclose a conviction and, or caution, please contact our Human Resources Department for further advice, or you can check by accessing Disclosure Scotland's website at www.disclosurescotland.co.uk and check the 'Frequently Asked Questions'.

Please note that all successful applicants will be subject to a Disclosure check through Disclosure Scotland.

HAVING A CRIMINAL RECORD WILL NOT NECESSARILY DEBAR YOU FROM WORKING WITH HILLCREST MAINTENANCE. THIS WILL DEPEND ON THE NATURE OF THE POSITION, TOGETHER WITH THE CIRCUMSTANCES AND BACKGROUND OF YOUR OFFENCES.

Equal Opportunities:

Hillcrest Maintenance is striving to be an equal opportunities employer and has adopted a Policy which aims to ensure that no job applicant receives less favourable treatment on grounds of race, colour, ethnic and national origins, marital status, gender, age, religion, disability, political or sexual orientations, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

Applications:

Please forward applications before the closing date.