



## JOB SPECIFICATION

**Job title:** Plasterer Multi Trade

**Responsible to:** Repairs/Voids/Planned Maintenance Supervisor

**Purpose:** To provide a first class Repairs, Maintenance and Planned Improvement service to VIVID's Customers. To carry out a full range of plastering works at various domestic and commercial properties within VIVID's area of operation and a variety of other trade works totalling a minimum of 20% of work time to meet key performance indicators (KPIs)

**Location:** Portsmouth, Basingstoke, Eastleigh, Aldershot and surrounding areas

Key Areas	Description	Performance standards are satisfactory when:-
Quality & Customer Satisfaction	Deliver quality workmanship within your core trade and without supervision  To adhere to our 7 step first class repairs service	First time fix target is achieved  To consistently meet all 7 steps of our 'first class repairs service' plan.  To meet all departmental targets and corporate KPI's  All appointments are kept with no reason for customer complaints
Job Administration	Correct use of PDA	PDA being used 100% correctly

	Jobs to be completed and updated in real time  To complete accurate and timely record	100% attendance within contracted working hours
Working as a team	To work as an individual or as part of a team of highly skilled and professional tradespersons maintaining high standards of service provision at all times.  Build good relationships with other teams and external bodies to promote good service delivery to enhance the reputation of VIVID	Demonstrate working as one team  Good relationships are in place
Materials Management	Minimise wastage  Maintain accurate van stock control levels	Satisfactory records following spot check and 1-2-1 audits
Vehicles and Plant	To use company vehicle in line with company procedure  To use and store tools and plant safely and effectively  To report any incidents to a line manager  Keep your vehicle in a good condition  Maintain good driving standards at all times	No incidents/accidents or complaints regarding the use of a company van  No accidents, losses or damage  100% compliance with manufacturers instructions and health and safety requirements  Vehicle in good condition  Driving standards met
Equality & Diversity	Ensure adherence to duties in relation to Equality and Diversity	Demonstration of behaviours which best support equality and diversity within the work place

	Be professional, polite and inclusive to all people at all times	You treat everyone with politeness and respect
Health and safety	<p>Ensure the highest standards of health and safety are maintained in all areas</p> <p>Take care of your own safety and that of others who may be affected by what you do (or do not do)</p> <p>To report any incidents in a timely manner and in line with reporting procedures</p>	<p>There is a great Health and Safety culture across the department</p> <p>You personally adopt behaviours which adhere to all Health and Safety policies and practises</p> <p>100% Dynamic Risk Assessments done</p>
On call	Participate in the Out of Hours on call rota	

Qualifications	A minimum of City and Guilds NVQ Level 2 (or equivalent as time served in the relevant trade)	E
	Evidence of practical experience in other trades (relevant to the job role)	E
	IT Skills to get jobs through PDA, E-learning and emails	E
Knowledge & Experience	Good all round practical skills, including fault finding/ problem solving and decision making.	E
	Ability to work part of a team with minimum of supervision.	E
	Knowledge & experience of Health and Safety regulations.	E
	Proven experience in the building trade, in your core trade.	E
	Knowledge & experience of residential construction and maintenance trades.	E
	Experience of working to organisational practices, policies and procedures.	D
	Experience of working in a construction/ housing or maintenance environment.	E
	Working from specifications meeting quality control, cost control, and safety.	D
	Experience of working in a customer facing environment.	E
	Experience of using a PDA.	D
	Knowledge of Equality and Diversity.	D
Skills	Excellent communication skills, the ability to communicate clearly, orally and in writing.	E
	Competency in any other trade	D
	Ability to complete a workload per day in accordance with scheduled diaries	E
Personal Qualities	Capability to correctly understand drawings or plans.	D
	Ability to work under pressure and to deadlines.	E
	Self motivated	E
	Ability to work and deliver under pressure	E

	<p>Ability to talk to people of differing technical expertise</p> <p>Positive “can do” attitude</p> <p>Lives our values</p>	<p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p>
Other	<p>Current, Clean Driving Licence</p> <p>This is a physical role. Job holders must be capable of:</p> <ul style="list-style-type: none"> <li>• Working at heights</li> <li>• Manual handling and lifting heavy and bulky items</li> <li>• A high degree of mobility, which will include walking/lifting/loading and unloading vehicles</li> <li>• This role is subject to a satisfactory DBS check</li> </ul> <p>Flexibility in terms of working hours. This is not a 9-5 job, so job holders may be required to work flexible hours to accommodate the business need. This could include participating in an on-call rota and working on evenings and weekends.</p>	<p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p>

**Appendix A - The 7 steps to our ambition of being a first class repairs service are:**

1. A good first impression
  2. Keep in touch
  3. Hello #WeAreVIVID
  4. Being safe
  5. What happens next
  6. Tidy up
  7. Plan ahead
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1. A good first impression
    - Park respectfully
    - The right PPE
    - A clean uniform
    - Clean and tidy van
    - Arrive on time
  2. Keep in touch
    - keep us in the loop
    - use your mobile device
    - track your progress
  3. Hello #WeAreVIVID
    - Introduce yourself
    - show your ID badge
    - explain what you're going to do
  4. Being safe
    - Risk assess
    - is it safe?, if not stop,
    - take time to think about safety
  5. What happens next
    - Complete the job right first time
    - can't complete keep the customer informed
    - arrange next steps
  6. Tidy up
    - Finishing touches
    - clear up
    - talk about the survey whilst your there
    - are you proud of your work?
  7. Plan ahead
    - Close the job
    - phone your next customer
    - is your van fully stocked

**Appendix B - Plastering Activities**

- Plastering Labourer - to include removing/taking down tiles/plasterboard ceiling and prep work.
- Solid plastering - patching and skimming walls
- Solid plastering - exterior finishes to include pebbledash, tyrolene and flat rendering
- Dry lining walls and ceilings
- Coving walls
- Artexing - patch repair
- Artexing - basic pattern, stiple, broken leather & bark
- Floor screeding & levelling - patch & whole floor
- Tanking