

## Role Profile

**Multi-skilled Trade Technician** - Plastering, with basic Joinery and Plumbing

### Reports to:

Contracts Manager

### Team:

Property Services - Building Maintenance Unit

### Location:

Cartrefi Conwy Operational Area

### Salary, Hours and Holidays:

Trade Scale – C3P2

Full-time, 2 Year Fixed-Term Contract, 40 hours 25 days holiday plus bank holidays (rising to 32 days with service)

### Job Purpose:

To deliver high-quality repairs and maintenance services across social housing properties, specialising in plastering, with basic joinery and plumbing. The role ensures homes are safe, functional, and maintained to a high standard, supporting tenant satisfaction and compliance with the Welsh Housing Quality Standard.

### Role Dimensions:

Primary responsibility is working at trade within any of the Building Maintenance operational areas. Accountable for the upkeep of their vehicle and tools, equipment, and material, within your control.

### Focus and Key Responsibilities:

- Carry out responsive repairs, planned maintenance, and minor refurbishment works in occupied and void properties.
- Undertake tasks in joinery (e.g., door hanging, kitchen cupboard alterations, skirting boards), plastering (patch repairs, full walls), and basic plumbing (tap replacements, minor leaks, sanitary ware).
- Other tasks will maybe be included such as tiling and basic groundwork (shuttering).

- Specialise in damp and mould treatment, including associated repairs across multiple trades
- Diagnose faults and identify the most cost-effective solutions.
- Ensure all work complies with health and safety standards and relevant legislation.
- Maintain accurate records of work completed using handheld devices or job sheets.
- Provide excellent customer service, respecting tenants' homes and privacy.
- Liaise with supervisors and planners to ensure timely completion of jobs.
- Report any safeguarding concerns or property issues promptly

### Corporate accountabilities

- To actively support the overall delivery of Cartrefi Conwy's objectives to provide an excellent, innovative and truly customer focused service.
- To contribute to community involvement and tenant participation activities as required.
- As a representative of Cartrefi Conwy, to, promote and maintain a positive attitude and image at all times.
- To positively promote Cartrefi Conwy's commitment; constructively challenging traditional ways of working, contrary behaviour or comments.
- To ensure feedback is actively sought in order to inform service improvement for customers and develop more efficient and effective ways of working.
- To ensure compliance with Cartrefi Conwy's Standing Orders, policies and procedures, standards of probity relating to the organisation's charitable status and Welsh Assembly Government Regulation.
- To support the development, review and implementation of policies and procedures, in particular of:
  - Health, safety and welfare initiatives
  - The associations principles on Equality and Diversity
  - Risk management initiatives
  - Performance management practices
- To utilise ICT technology and systems effectively by developing appropriate skills, adopting efficient business processes, and maintaining data securely and accurately.
- To work collaboratively in cross functional working groups where required.

### Key Relationships:

**External: Tenants** – Keeping tenant informed of daily work activity and progress and dealing with tenants that are not happy with a repair decision on-site.

**Internal: Trade Technicians** – Daily communication with other trade technicians.  
**Coordinator** – Daily progress reporting and raising any on-site issues that require coordinator involvement. **Customer Service Team** – Daily basis

## Person Specification

### Qualifications:

	Essential/ Desirable	Assessed by? Application (A) or (Curriculum Vitae (CV)/ Covering Letter (CL) for senior roles) I – Interview (I) or Ability Test
NVQ Level 2 or equivalent experience in a relevant trade.	Essential	A
NVQ Level 3 or equivalent experience in a relevant trade.	Desirable	A

### Knowledge and Experience:

	Essential/ Desirable	Assessed by?
Proven experience in multi-trade roles within social housing or similar environments.	Essential	A/I
Competent in joinery, plastering, and plumbing to a professional standard.	Essential	A/I
Experience working in occupied properties and handling damp and mould cases.	Desirable	A/I
Knowledge of building regulations and health & safety requirements.	Essential	A/I
Ability to work independently and manage workload effectively	Essential	A/I
Strong problem-solving skills and attention to detail.	Essential	A/I
Good communication and customer service skills.	Essential	A/I
Experience using mobile job management systems.	Desirable	A/I
Basic knowledge of other trades (tiling, painting, etc.)	Desirable	A/I

### Skills:

	Essential/ Desirable	Assessed by?
Full UK Driving Licence	E	A
Welsh Language Skills	D	A



## Cartrefi Commitments

	Essential/ Desirable	Assessed by?
We do the Right Thing	E	Interview
We Lead by Example	E	Interview
We are stronger together	E	Interview

**Equal Opportunities Statement** Cartrefi Conwy are committed to Equality and Diversity in our activities and welcome applications from all qualified candidates.

\*Where disability precludes, this will be reviewed with the candidates at the interview stage to ascertain if there are any reasonable adjustments that can be made to this requirement.

**Data Protection:** Your personal data will be handled in accordance with GDPR and the Data Protection Act 2018. We will use your data solely for recruitment purposes and will not share it with third parties without your consent.