## Job description

### Structure information

Job title: Plasterer

Reports to job title: Supervisor

Directorate: HASC

Division: Housing

Section: Repairs & Maintenance

Job identification number (JIN): 4244bm

### Job purpose

Undertake high standard plastering repairs and refurbishment activities to Housing Properties, delivering high customer service and satisfying all safety, quality and cost control standards. Work will be predominantly focused on visiting occupied properties, delivering repairs and maintenance works.

### Principal accountabilities

1. Certified as a plasterer to support completion of repair/refurbishment works on time and to a high standard in accordance with agreed standard operating procedures. Work as part of a multi-trade discipline team or alone in delivering all aspects of plastering repairs and refurbishments.
2. Successfully complete a non-Licenced, non-notifiable asbestos removal qualification in line with Regulation 10 of the Control of Asbestos Regulations Carry out any non licenced non notifiable works associated with necessary plastering works. In line with Regulation 10 of the Control of Asbestos Regulations. e.g scraping and removing small areas of textured coatings to allow for patch repairs.
3. Mentoring an Apprentice or labourer, if required, including supporting them in gaining all training requirements and ensuring their compliance with H&S, escalating any concerns to your line manager.
4. Take ownership in undertaking fault finding, maintenance repairs and new installations, aiming for a first-time completion where possible – Utilise existing stock or collect materials, as and when required, to meet works order requirements, in accordance with standard operating procedures.
5. Working effectively to ensure productivity is maximised and labour and material costs are kept to a minimum, with only essential purchases.
6. Providing a positive customer experience including but not limited to adopting a professional, helpful approach with service users and all other internal and external customers, exhibiting a professional appearance and attitude, displaying BHCC ID badges when attending to works, maintaining condition of vehicles, driving and parking courteously, and ensuring that works are carried out with minimum disruption to residents.
7. Ensure compliance and adherence to H&S regulations, BHCC standard operating procedures, BHCC values and quality assurance
	* To take due care of their own health and safety and that of others, who may be affected by their acts and mistakes at work
	* To use equipment according to instructions
	* To ensure that they do not use facilities and equipment recklessly or interfere with the safe use of equipment, materials or systems
	* To report any unsafe act, or condition, any accident, incident or near miss according to Health and Safety Policy.
	* To demonstrate, maintain and monitor the council’s commitments to best practice with legislation, codes of practice & good working practices relevant to all work activities.
	* To attend and actively participate in all meetings and training sessions (including Tool Box Talks) as required.
8. Process all activities electronically or manually as required. This includes but is not limited to completing risk assessments, worksheets, timesheets, photographic evidence of works before/during and after, van stock replenishment, booking of annual leave, vehicle inspections and writing reports on works required or completed as necessary.
9. Follow and support policies, procedures, initiatives and work instructions at all times and keep all supplied council assets in a good condition in line with council policies, reporting to your line manager where damages occur.
10. Communicating effectively with the planning team – to book in any required further works detailing the length of time required and providing full work descriptions and highlighting urgency of works, any special order materials or any other details needed to ensure successful completion.
11. Escalate any need for technical support to works supervisors in the first instance.
12. Undertake any other duties as required by the council, provide back up to other plasterers to cover any absences or support with works.
13. Carrying out weekly vehicle checks to confirm the vehicle is in a roadworthy condition and it has not sustained any damage. Any issues with condition of the vehicle and/or damage need to be reported as per the fleet process and reporting to your line manager with details of action taken. Also checking contents of vehicle to monitor and confirm van stocks are being maintained and fire extinguishers are in date and suitable/safe for use.

### Health and safety accountabilities

To co-operate in the implementation of the council Health and Safety policy and supporting standards, in particular, as set out in section 1 of the Health and Safety Policy and Management Standard.

### Diversity and inclusion accountabilities

Understand the council’s diversity and inclusion aims and strategies.

Take an active role in ensuring that equality, diversity, and inclusive outcomes are embedded in your work activities, communications and interactions with staff and customers.

Challenge or report incidents where inclusion and equality in practice has not been followed, including reporting discrimination, harassment and bullying to your manager or other senior colleague in your service.

### Note regarding duties

The list of duties in the job description are not exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties. The council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job. Proposed changes would be subject to consultation.

## Person specification

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Reports to job title: Supervisor

Directorate: HASC

Division: Housing

Section: Repairs & Maintenance

Job identification number (JIN): 4244

### Essential criteria

#### Job-related education, qualifications, and knowledge

* City and Guilds or NQF Level 3 or equivalent in plastering trade experience
* Good knowledge of the building industry
* Good understanding of health and safety
* Good knowledge of risk assessment

#### Experience

* Good experience in the plastering trade environment/building construction/maintenance industry
* Experience of working with plastering equipment and personal protective equipment
* Good experience of working with service users

#### Skills and abilities

* Good written verbal communication skills
* Able to understand and follow standard operating procedures
* Able to use a PDA
* Good problem solving skills and able to apply trade skills and knowledge effectively
* Good understanding of health and safety
* Able to work well and calmly under pressure and to deadline

Work well alone but as part of a team

#### Health and safety knowledge

* Commitment to acquiring awareness and knowledge of Health and Safety policy and practice as it applies in their area of work.
* Ability to co-operate and adhere to Health and Safety Policy, practices, and instructions.

#### Diversity and inclusion

* Demonstrate a genuine commitment to the council’s values in relation to embracing diversity and provide a service based on fairness and inclusion.

#### Other requirements

* Full and current driving licence