

ROLE DESCRIPTION

Job Title	Multi Skilled Operative (MSO)
Salary Band	16 - 19
Reporting to	Team Leader
Directorate	Place
Service Area and sub area	Customer and Operations
Team	Maintenance Delivery
Political Restriction	N/A

1. Primary Purpose of the Post
Reporting to the Team Leader the role will be required to provide an enhanced multi skilled service supporting and responding to all planned maintenance and emergency/reactive tasks across a range of civils/building tasks, safely and in the agreed time across the Mersey Tunnels and wider estate as necessary. This includes assisting trades as and when required including on small to medium project works
2. Your responsibilities
To keep all equipment, infrastructure and facilities running and maintained to high standards. • A proactive approach to all planned and reactive maintenance and emergency tasks. • Completion of all tasks under the SLA. • Complete all paperwork/hard copy and/or electronic copy. • Work safely to H&S procedures • Report accidents and near misses • Attend training courses to ensure compliance • Work alongside contractors to ensure they understand AM needs and ensure appropriate service provision/support to achieve objectives.
3. General Corporate Responsibilities
• Use of computer based preventative programmed maintenance system. • Communication. • Use line reporting system. • Enhanced flexible working practices to improve efficiency and effectiveness of work • Share best practice, offer suggestions and develop supportive relationships. • Contribute to managing supplier delivery and performance. • Knowledge of compliance of Health, Safety and Environmental Legislation, Policy and Procedures. • Complying with safe systems of works procedures e.g Method Statements, Risk Assessments.



- Attendance at required training.
- Ensure own health and safety, do not contribute to accidents for others and report any inappropriate acts breaching Health and Safety.
- Take a proactive approach to Health and Safety
- Understand AM needs and ensure appropriate service provision.
- Having an appropriate level of knowledge of equality legislation and how it affects your service area.
- Promoting equality and diversity by:-
 - Recognising, addressing and adapting your approach to meet the needs of different customers; and
 - Recognising, respecting and valuing the diversity of your colleagues.

4. Recruitment Plan

Competency Based Interview
Assessment

PERSON SPECIFICATION

Job Title: Multi Skilled Operative

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Appropriate NVQ Level 1; City & Guilds Level 1; GCE/GCSEs grades D-G or equivalent qualification(s).	E	A
Knowledge of relevant Health, Safety and Environmental Legislation.	E	A,I
Driving Licence – Manual	E	A
NVQ Level 2; City & Guilds level 2; GCE/GCSE's grades A-C or equivalent qualification(s).	D	A
Appropriate qualification eg CSCS; NPORS	D	A
LGV/Category C licence would be desirable	D	A

Experience and knowledge	E = Essential D = Desirable	Identified By
Experience as necessary for type of duties necessary to be performed ie basic formwork/shuttering, heavy plant operation, asphalt repairs, industrial painting; plus as necessary general labouring/cleaning duties; assisting mechanical and electrical trades and any other duties to support MSO tasks	E	A,I
Knowledge of relevant Health, Safety and Environmental Legislation	E	A,I
Knowledge of building, civils, electrical and/or mechanical trades	D	A,I
Experience of working in a customer centred role	D	A,I

Skills and abilities	E = Essential D = Desirable	Identified By
ICT Skills, use of systems (Time allocation system).	D	A,I
Working to tight deadlines	D	A,I
Teamwork, ability to work in a multi-disciplined team	D	A,I
Awareness of importance of delivering value for money	D	A,I

Personal Attributes	E = Essential D = Desirable	Identified By
---------------------	--------------------------------	---------------



Recognising, respecting and valuing the diversity of your colleagues	E	A,I
Possess a 'Can do' attitude	E	A,I
Flexible attitude to work	E	A,I

Core Behavioural Competencies	E = Essential D = Desirable	Identified By
Recognising, respecting and valuing the diversity of your colleagues	E	A,I
Respectful, Action Focussed	E	A,I
Commitment to further learning and job specific training	E	A,I

Key to Assessment Methods:

A - Application
I – Interview