



Role Profile

Role title	DLO Operative	Directorate	Property and Asset Management
Level	Staff Member	Department	Direct Services

Accountable to	Lead Technician
Accountable for:	No. of direct reports – N/A No. within team/department – 10 Estimated budget – Approx £180,000 repairs and materials plus £50,000 of plant and vehicle responsibility total £230,000

Job Purpose

To provide clear structure and support to operatives and other members of your team in managing repairs effectively from issue to completion and final quality assurance.

The DLO Operative is an essential member of the Direct Repairs department, who works within a dedicated team providing a comprehensive, efficient and responsive property service delivery

As a member of the Direct Services Team, the primary focus is providing a high quality responsive maintenance service to all residents, internal colleagues and partners.

Manage own time in a productive and efficient way as to ensure that all KPI's are met

Co-ordinate within own team to ensure that all works for the day are completed

Execute the works required to a high quality, and as detailed within the order, to maximise first time fix criteria, appointment objectives, enhance resident satisfaction, with efficient working practices.

Carry out works as booked by appointment times within the contractual obligations.

<u>Principal Accountabilities:</u>	
1	<p>Deliver sector leading, resident focused and efficient repairs and maintenance services developed in association with our residents</p> <p>Carry out repairs and maintenance of Optivo's stock in accordance with current Building Regulations, Health and Safety Legislation and Association timescales</p> <p>Lead on regulation/legislation changes and updates and ensure that Optivo are fully compliant at all times</p> <p>Ensure all work completed needs current regulations and has been completed to a good standard. Carry out all works in accordance with Optivo's policy and guidelines, building regulations and complete all necessary paperwork on time and to Optivo's required standard.</p> <p>Carry out tests inspections and submit detailed reports as and when requested.</p>
2	<p>To ensure that repairs are completed within the target response times to a high standard to meet the expectations of the organisation, residents and leaseholders. As well as co-ordinate and manage other operatives completing larger works.</p>
3	<p>Carry out repairs and maintenance to Optivo's stock, in accordance with current Building Regulations and Health & Safety requirements.</p> <p>Identify and diagnose faults and rectified first time wherever possible.</p> <p>Work in both occupied and unoccupied properties in a safe manner to all.</p> <p>Work under own initiative, with the team and under instruction.</p> <p>Assist in the provision of a 24 hour emergency service as and when required.</p> <p>Assist colleagues where necessary to ensure Optivo's obligations are completely fulfilled.</p>
4	<p>Ensure that all stock that is issued and any materials used are done so in a cost effective way without compromising work standards.</p>
5	<p>Ensure that all equipment and van stock is replenished weekly, kept safe and secure, kept to agreed quantities at all times and accounted for at all times during van checks/audits.</p> <p>Ensure that Optivo's vehicles are driven and maintained in a lawful, safe and proper manner and kept clean and tidy at all times as per Optivo's transport manual policy.</p>
6	<p>Order own materials (that are not part of van stock) via the mobile working device and be prepared to pick it up from the suppliers direct</p>
7	<p>Plan and manage the schedule of works, as well as allocating the correct schedule of rates to the post holder's budget.</p> <p>Ensure all scheduled work is completed at the end of each day and emergency jobs and additional works are dealt with effectively before the end of each day</p>

	<p>Ensure all jobs are processed in real time via mobile device.</p> <p>Carry out all works as booked by appointment times within the contractual obligations and in accordance with Optivo's policy and guidelines</p> <p>Ensure the monthly target for both labour and material allocation are met.</p>
8	<p>Identify and diagnose faults and advise appropriate measures as required and rectified first time wherever possible.</p> <p>Work under own initiative, with the team and under instruction.</p>
9	<p>Complete all necessary paperwork on time and to Optivo's required standard</p>
10	<p>Work in both occupied and unoccupied properties in a safe manner to all.</p> <p>Assist in the provision of a 24 hour emergency service as and when required</p>
11	<p>Use SOR and descriptive works to cost works being carried out</p>
12	<p>Assist colleagues where necessary to ensure Optivo's obligations are completely fulfilled</p>
13	<p>Ensure that risk assessments, training and PPE are provided and monitored for all team members within their specific activities.</p>
14	<p>Resident liaison will be critical to ensuring the effective delivery of works.</p> <p>Residents must be kept informed at all times and relevant details of works relayed to them.</p> <p>There is a need to be particularly sensitive to the needs of tenants who have support needs or are deemed vulnerable.</p> <p>There may be a requirement to attend tenant's meetings as required to support and meet their requirements</p>
15	<p>Embrace and promote Optivo culture, C.O.R.E. values and behaviours, creating an environment which is supportive and a place where it is enjoyable to work.</p>
16	<p>To observe the highest possible standards in relation to confidentiality and the provisions of the Data Protection legislation</p> <p>To act as ambassador for Optivo's services</p> <p>To work within the framework of Optivo's Customer Care Policy</p> <p>To undertake any other duties compatible with the level and nature of the post as directed by the Lead Technician.</p> <p>This is not an exhaustive list of duties that may be required. Duties may be changed, after discussion, to suit our operational requirements.</p>

	<p><u>Relationships:</u></p> <p>Build good professional relationships with key partners and influencers within the sector to enhance knowledge and influence.</p> <p>Liaise with other Departments and residents to ensure continuity and effectiveness within the delivery of all work relating to your area.</p>
	<p><u>Person Specification:</u></p> <p><u>Knowledge and Experience</u></p> <p><u>E – Essential</u></p> <p><u>D – Desirable</u></p>
E	A proven track record of working within a DLO service, where customer satisfaction is at the heart of service delivery – experience is essential
E	<p>Possess a relevant trade qualification and/or experience in relation to building, maintenance or technical background.</p> <p>Recognised trade qualifications such as City and Guilds or NVQ level 2 and 3.</p>
E	A thorough working knowledge of all the statutory and regulatory rules and/or codes of practice that underpin the delivery of an efficient and effective property related direct labour service.
E	Experience of a range of repairs and maintenance work.
E	A thorough understanding of and personal commitment to diversity; treating others with dignity and respect, with a real desire to understand and meet diverse customer needs and aspirations.
E	Be expected to have an excellent knowledge of the requirements of the Health and Safety Act, and any other relevant legislation and/or regulatory requirements.
E	Specialist knowledge of construction technology, science and materials, principle of refurbishment, surveying, measuring and setting out.
	<p><u>Skills and Abilities</u></p>
E	Excellent communication and interpersonal skills
E	Able to create and achieve ambitious outcomes that promote customer excellence –
E	Able to make sound judgements, find solutions to complex issues and problems, and identify and manage risk
E	A thorough understanding and commitment to ensure that all relevant health and safety statutory obligations and methods of good practice are effectively incorporated within all operations and that regularly health and safety meetings are attended to promote and improve our systems and processes to ensure the safety of our staff, residents, contractors and members of the public.

E	A valid UK driving licence and the ability to travel between sites and offices across all regions.
E	Must be able to submit presentable and accurate paperwork including PDA database information as per requirements of the contract to establish works are carried out and coding costing information is obtained
	<p><u>Behavioural competencies:</u></p> <p>I will demonstrate Optivo's C.O.R.E. behavioural competencies at the level associated with my job role. Please refer to our C.O.R.E. competencies grid.</p>
	<p><u>My health and safety obligations</u></p> <p>In my role I have a duty of care under the Health and Safety at Work Act. This means I will be familiar with the relevant legislation and will work in a safe way. As a staff member I will take responsibility for my own safety as well as my team's safety and work in collaboration with the Health and Safety Officer to minimise any potential risks.</p>

Further Relevant Information

There may be a requirement to attend meetings and other activities outside of normal working hours.

Adopt and comply with strategy and regulatory requirements, organisational values, policies and procedures, including Health and Safety, Equality and Diversity, Procurement, Data Quality & Assurance, Safeguarding, Value for money.

No Job description can cover every issue which may arise within the job at various times and the job holder is expected to carry out other duties from time to time, which are broadly consistent with those described.