

Property Condition Operative

Reports to: Repairs & Voids Manager

The part I play at Flagship Group to help solve the housing crisis in the East of England is:

to carry out **effective damp and mould related tasks while providing excellent customer service and engagement.**

With my experience and training, I am the first operative to attend a customer's home after they report a case of damp and mould. My main priority is to clean and treat the mould, leaving their home safe. I can also advise customers on how to prevent the mould from returning and conduct a basic property inspection to identify if further works are needed. I support other trades and colleagues across the business when necessary.

I work 40 hours per week, on site from 8am until 5pm Monday to Thursday and 2.30pm on Friday. I am flexible to working additional paid time to finish repairs outside of my core hours when needed. Using various tools and equipment, including my own Flagship Services vehicle, I carry out works safely using the correct methods and training provided to me by Flagship services.

My skills and experience include:

I have excellent customer service, problem solving and decision-making skills.

I am confident when communicating to others in a clear and reassuring manner.

I have good practical skills.

I am competent in Microsoft applications such as Outlook and Teams.

The skills I will develop include:

Expertise in damp and mould treatment and understanding underlying issues.

Understanding and responding to any safeguarding and emergency situations that occur on-site.

Familiarity with a range of operational digital systems, including a work scheduling system.

The opportunity to gain and be paid for additional trade skills outside of my core trade through Flagship's 'Trade Plus' scheme.

Flagship Group Values:

