

External Multi (Repairs & Voids)

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 external multi and related repairs and maintenance on Flagship properties, supporting other trades and colleagues across the business as and when required, to provide an outstanding repairs service for our tenants and the homes they live in. I work 40 hours per week, on site from 8am until 5pm Monday to Thursday and 2.30pm on Friday, and I am flexible to working additional paid time to finish repairs outside of my core hours when needed.

I work efficiently and safely and strive to minimise waste when performing a range of external multi trade and associated tasks. Using various tools and equipment, including my own Flagship Services vehicle, I carry out works such as, but not restricted to, repairs, maintenance and renewal of all types of fencing (including concrete/timber posts and gravel boards), footways, brickwork, blockwork, drainage plus minor roof repairs and repair works to all window fittings. I clean damp and mould, carry out void clearances and flood repairs, and identify and arrange removal of asbestos when needed. I work with schedules of rates to assess the work content of jobs and complete estimates, ensuring all work is completed to the required standard first time round, to ensure we're spending time and money wisely, and providing the best possible service to tenants.

My skills and experience include:

I have a Full Trade Apprenticeship or NVQ level 2 within a relevant trade or a proven track record to reflect the appropriate trade experience as an External Multi, this includes repairs, maintenance and renewal of fencing, groundwork and brick/blockwork. Ideally I hold a digger licence.

I have good practical skills, repairing or replacing parts as required, determining what equipment is required and assisting with preparing cost estimates.

I have good customer service skills and problem solving and decision-making skills, ideally including how to respond to and escalate any safeguarding and/or emergency situations that occur on-site.

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

I have a full driving licence and I am willing to take part in the out-of-hours on call rota which may include Public Holidays.

The skills I will develop include:

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

Understanding and familiarity with a range of operational digital systems which will include 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

