

Job Description

Job Title:	Groundworks Operative
Grade:	SO1
Directorate:	Direct Labour Organisation (DLO)
Reporting to:	DLO Supervisor

Purpose of post

The postholder is responsible for being part of a multi-disciplined works team within the housing repairs function, delivering effective repairs within the cost and quality parameters of the DLO ensuring health and safety compliance and best practice. To work in a professional and flexible manner that meets the demands of customers.

To carry out all types of repairs and maintenance works both internally and externally, including drainage, fencing, and decorating, small maintenance tasks, demolition and alteration works to meet all regulatory and legislative standards. To deliver high quality repairs and maintenance services, including new installations, maintenance and remedial works in order to complete projects to the customer or client satisfaction as directed by your line manager or other nominated designate.

The role requires the postholder to be Qualified City and Guilds, NVQ Level 2 or equivalent.

Role responsibilities

1. To carry out all types of repairs and maintenance works both internally and externally and remedial works in order to complete projects to the customer or client satisfaction as directed by line manager or other nominated designate.
2. Undertake associated duties as agreed in the flexible working agreement in order to contribute to DLO first fix objective.
3. Ensure all repairs and maintenance activities completed are of a high quality, are compliant and adhere to delivery standards and meet all legislative, H&S and regulatory standards.
4. Plan and organise your work in an economical and effective manor, making the best use of your available time, plant, transport and materials in accordance with specified company priority response times.
5. To operate within a scheduled appointment system including liaison with customers, other team members in order to effectively undertake works.
6. Use all necessary tools plant and equipment associated with the post and repairs and maintenance, aids and adaptations duties undertaken.
7. Manage materials as effectively as possible with regards to minimising waste, choice of specification and logistics.
8. To undertake pre-measuring work in order to assess works required and ensure its completion.

9. Use a company issued PDA where provided to carry out the job role e.g. receiving instructions, accurately completing works orders, general communications and ordering materials. Where there is a requirement complete any necessary paperwork related to the repair.
10. Take ownership for each repair updating the customer with reasons when it is not possible to complete a repair immediately. Communicate with call centre / DLO Supervisor to agree arrangements with customer to complete the repair.
11. To drive company vehicles in a careful professional manner and take care of your allocated vehicle by completing weekly inspections and weekly cleaning of vehicle, in accordance with all company procedures.
12. Maintain and operate an agreed range of stock and equipment within the vehicle provided to ensure there is suitable stock available to achieve first fix targets.
13. Develop excellent relationships with tenants / leaseholders and deliver high quality service to achieve high levels of customer satisfaction. Develop and maintain relationships with other stakeholders whilst providing the works service.
14. Interact with the other contractors to ensure that repairs are met by the appropriate team and that the customer is always aware who is carrying out the repair.
15. Undertake individual or corporate training and development in association with your role and duties.
16. Liaise as required with customer services advisors, other area of the business or contractors to ensure the work is properly co-ordinated and the necessary works are fully completed.
17. Be aware of risk assessments and method statements relating to own area of work and to work in safe manner taking account other people's health and wellbeing.
18. Ensure the observance of all statutory and local safety, health and environmental precautions and report immediately any accidents or breaches of safety procedures to your line manager in accordance with the company policies.

The post holder will have demonstrated cross trade flexibility of all core trades -

Drainage, minor bricklaying, flagging

Ground Operative tasks

- Competent in all duties/conditions of general labourer.
- Carry out internal and external excavation works in a safe manner including use of CAT scanner.
- Ability to conform to Safety Procedures in the avoidance of underground services during excavation work.
- Ability to conform to Chapter 8 Regulations in signing coming and safety barriers for protection throughout associated works for themselves and the public.
- Competent in all permanent reinstatement works including paving and concreting.
- Possess basic knowledge of Water Regulations regards underground services and ability to renew/replace existing water mains to conform to those Regulations.

- Competent in the safe use of power tools (disc-cutter, kanger hammer, power drills, submersible pumps and generators).
- Ability to diagnose and effectively repair/renew faulty drainage systems.
- Remove and refix/renew ceramic wall tiles.
- Remove and replace thermoplastic floor tiles.
- Undertake general maintenance to door entry systems and communal light timings.
- Qualified in high-pressure jet washing machine in order to affect repairs and unblock diagnosed drainage systems.
- Carry out minor brickwork repairs, patch pointing etc.
- Qualified to remove graffiti from masonry, using high-pressure jet washing machine in association with appropriate chemical.
- Fix formwork for concrete or screeds as required.
- Maintaining / decorating works
- Installation of clothes posts.
- Renew concrete gatepost and re-hang gate.
- Capable of erecting Acros and structural supporting elements.
- Erect fencing, posts, rails and lags

PERSON SPECIFICATION DLO Groundworker -SO1

<p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A)</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a "Tick" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
<p><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></p>			
Qualification	Q1	NVQ level 2	A✓
Key Knowledge	K1	Qualified in all aspects of groundworking works including internal / external and adaptations work	A✓
	K2	Ability to interpret workload and update work planners with any changes to agreed timescales	A✓
Relevant Experience	E1	Previous experience as a qualified Groundworker	A✓
	E2	Experience of service delivery to customers, putting the customer first and communication in a polite clear manner	A✓

	E3	Experience of using hand held technology to receive and complete repairs	A✓
CV submission		Please submit a current up to date CV with your expression of interest	