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| Job Title: | Ground Worker |
| Department: | Asset Management, Operations |
| Reports to: | Multi-trade Supervisor |
| Responsible for: | No direct reports |

Summary of core purpose:
 Carry out a variety of high quality, customer focused responsive, cyclical, planned and void maintenance within the organisations properties and for external customers. Ensure all work is carried out in accordance with health and safety regulations and the organisations operational procedures.

Main Accountabilities

- Responsible for ensuring all maintenance repair works to void and tenanted properties are carried out to a high-standard achieving high-levels of customer satisfaction and first-time completion.
- Ensure all work undertaken is fully compliant with Health & Safety procedures and legislation so that properties are safe for residents to live in and major incident risk is reduced.
- This includes a safe working environment to mitigate risk to staff and customers.
- Maintain good skill levels to ensure all work is carried out to required standards.
- Able to adapt and adopt a flexible approach to work to deliver an efficient repairs service.
- To be competent in fault finding and rectification on varied works and carry out a range of associated works as required.
- To have the multi-skills knowledge and competency to effectively co-ordinate a linked programme of works.
- The ability to plan each job and ensure required materials are available to complete the programme of works to schedule whilst ensuring value for money.
- Ensure that all stock and materials are used in a cost-effective manner. This includes the safe-keeping and transport of all resources ensuring waste is minimised and supplies recycled wherever safe and possible.
- To take on other duties commensurate with this post as directed/delegated by the Multi-trade Supervisor.

Relationships

- No direct supervisory responsibility.
- Deal with a variety of internal and external stakeholders: Multi-trade Supervisor, Property Services Manager, Housing Management, Works Planners, Lettings, contractors, customers.

Financial Accountability

No Direct budget responsibility.

Person Specification



| | Essential | Desirable |
|--|---|-----------|
| Education | <ul style="list-style-type: none"> • Time served or relevant qualification in bricklaying, fencing. | |
| Experience | <ul style="list-style-type: none"> • Experience in ground works, bricklaying, paving, fencing and wet trades. • Good working knowledge of health and safety legislation and procedures. • Experience of installations, maintenance and repairs obtained through working in industry. • Experience of using handheld devices e.g. tablets. | |
| Knowledge, Skills & Abilities | <ul style="list-style-type: none"> • Ability to communicate effectively with a positive approach to solving daily work challenges. • Demonstrates high levels of energy and commitment. • Ability to work positively in a team to deliver high levels of customer satisfaction. • Self-motivated and able to manage time effectively. • To be able to produce, read, understand and interpret risk assessments and method statements. • Asbestos awareness trained. | |
| Circumstances /Other | <ul style="list-style-type: none"> • Full, valid, driving license • Out of hours work to fulfil duty rotas as required. | |