



SAXON WEALD

Great homes, building futures

HOMEFIX LABOURER

Key Purpose:

- To utilise appropriate trade skills and knowledge to support the Operatives in achieving 'first time fix' for customers
- To efficiently and effectively support the Operatives in carrying out repairs to our properties
- To be customer focused

CORE OBJECTIVES
Quality Assurance
Ensure jobs are completed to the required standard
Carry out risk assessment before commencement of job referring to Operational Instructions as required
Comply with all health and safety aspects and legislation
Monitor and manage own van stock (if appropriate) to standards required to work efficiently
Maintain van and equipment to standards required
Customer Satisfaction
Play a key role in ensuring HomeFix meet or exceed customer satisfaction
Focus on customer care, be empathic to the customer's needs and ensure residents have a positive experience of HomeFix
Keep residents/internal colleagues informed and updated at all times of any relevant changes or progress
Ensure appointment times are kept and inform Customer Support Advisers/ Planning team of any delay or change
Ensure residents property is left clean and tidy at end of job
Dependability
Carry out risk assessment before commencement of job referring to Operational Instructions and/or industry standards
Organise tasks ensuring a safe clean and tidy work area. At all time adhering to the company Health and Safety Policy
Use initiative to resolve problems and use own judgement to make decisions with support from Operatives
Liaise with Operatives if any issues or concerns arise on the job
Effectively use the tablet to record accurate information with regard to job start and finish times and materials used
Follow process maps for stage 2 orders for special or core range items that need to be ordered
Effectively manage consumable van stock
Follow process map for van stock, ensuring correct items received from supplier and advise Purchasing Team of any anomalies
To assist the Operatives by ensuring all requested preparation and on the job support work is completed satisfactorily
Work effectively with Lead Operative, participate at weekly team meetings, monthly one to ones, training, team talks
Identify and feedback concerns with regard to resident situation, vulnerability, property conditions to the housing management team
Share learning, ideas for improvement, concerns/issues with team leader and other team members
Liaise effectively with other colleagues in other departments and take appropriate action
Be a positive ambassador for Saxon Weald
Demonstrate an adaptable and flexible approach in tackling a wide range of tasks
Continuously develop skills and knowledge across the K&B service
Value for money
Contribute to departmental and value for money objectives

Core Objectives: HomeFix Labourer