

## Job Profile

Job Title	Semi-skilled Construction Operative
Reports to (job title)	Supervisor (Responsive or Voids)
Job Reference No.	HOMEJD838

### The job in a **nutshell...**

You'll be responsible for carrying out high quality, right first-time maintenance support across responsive and void workstreams.

All aspects of semi-skilled duties will be undertaken, with an approach to completing the whole job and supporting repairs and maintenance colleagues, aligned to recognised standards for compliance and quality.

You will deliver high levels of performance, productivity, cost-effective services aligned to the Home Group vision and values and delivered in a customer focussed way.

### What **success** will look like...

You will work individually and as part of a team undertake a range of duties across Repairs, Maintenance and Refurbishments to the highest possible standard.

You will undertake site activities such as driving, clearing, disposal and storage of items with high level of individual and team performance and you will assist other trades and carry out 'one stop shop' semi-skilled repairs to recognised industry standards for compliance, quality and productivity.

Jobs will be undertaken with a "right first time" culture, delivering on our customer promise.

Electronic mobile technology is accurately and effectively used to record details of each individual job in real time.

You will act as a role model demonstrating the Home Group values in all interactions and behaviours.

You will take responsibility for your own productivity and performance ensuring you contribute positively towards the key performance indicators for the business.

You will be fully conversant with all relevant Health and Safety legislation including CDM regulations, adhering to all group risk management processes and procedures with commitment to ensuring personal responsibilities to yourself and others are being discharged.

You will be accountable for all Home Group issued equipment e.g. Vehicle, Materials, Plant and electronic equipment, including managing van-based stock and replenishments effectively.

You will be willing to contribute to service improvements and initiative and undertake any organisational and vocational training as and when required.

You will always be passionate about delivering an exceptional customer service and will work and collaborate with other team members to ensure a positive team approach.

You will be willing to participate in call-out activities as part of a rota, if required.

### You'll already have these **brilliant** skills, qualifications and knowledge...

Demonstrable experience of undertaking a wide range of semi-skilled works in a maintenance environment, with a flexible approach and ability to take ownership and use own judgement and initiative.

Knowledge and experience of building construction components and activities carried out by building trades in a construction environment.

Open to learning new skills in a changing environment and utilising technology in the workplace, with ability to adapt and work well under pressure in order to meet targets and deadlines.

Evidence of continuous professional development, with a willingness to undertake any additional training as required.

Working knowledge of health and safety procedures and regulations including working at height and ability to understand and undertake formal and dynamic risk assessments in line with the post.

Committed to providing first class customer service and competent to carry out work to a recognised standard, providing right first-time high-quality installations.

Full UK Driving Licence and willingness to drive 'tipper' type vehicles and for mobile working.

### We'd also love you to have, or be **brilliant** at... (but don't worry if not)

A construction or building related qualification.

Experience of undertaking works such as, basic joinery, plaster patching, basic tiling, basic plumbing and other works with a semi-skilled approach.

CSCS Card holder

Experience of using an electronic mobile device to record job information in real time.

### We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and

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processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

### Other **important** stuff...

You'll be a budget holder? No ☒ Yes ☐

You'll manage people? No ☒ Yes ☐

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional ☐ Regular ☐ Frequent ☒



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