

Role Profile

Job Title	Building Labourer		
Reporting into	Property Delivery Team Manager		
Directorate	Property Services	Working Style	Mobile (IMS Only)
Responsible for	N/A		
Level of Work	Level 1 - Team Member		

Summary of Role:

As a Labourer, you will assist in carrying out repairs, maintenance, general cleaning services, waste disposal and recycling at our properties in accordance with regulatory requirements, prescribed work schedules and established standard policies and procedures set for delivery of exceptional customer service.

Key Areas of Responsibility:

- Working within clearly defined processes on tasks to meet time frames set by line manager whilst being accountable for individual results and the impact these may have on LiveWest.
- To assist as directed in the carrying out of general maintenance work and associated tasks, to include working at height, erection and use of access equipment and drainage clearance in order to meet work schedules.
- Identify the extent and scope of the reported defects and after consultation take the appropriate corrective action. Liaise with both internal and external customers appropriately and promptly, to ensure those connected or involved in your work are aware of progress and action taken or action required to rectify the identified defect/s.
- Collect and distribute all necessary materials and equipment required to effect works identified ensuring all plant and tools are maintained and in clean order.
- Participate effectively in mobile working by accurately operating the electronic recording system where issued, to plan appointments and for record of job order/s including; transmission and maintenance of timesheets, work completion status, vehicle records, materials management and progress against target objectives set for; time, cost and quality.
- Observe and comply with policies and procedures for Health and Safety at Work and observe and continually promote equal opportunities and customer care in compliance with organisational aims and objectives.

Skills, Knowledge and Experience:

Skills, knowledge and experience required for a Level 1 - Team Member role, along with the below role specific requirements:

- Have a positive, can-do attitude.
- Have exceptional customer service skills with the ability to engage customers and communicate with them effectively and confidently.
- Have experience in a similar role.
- Have experience working in customers properties (D).

- Hold a full, UK, valid driving licence (this will be checked with the DVLA).











Professional/Vocational/Academic Qualifications:

- Good level of literacy and numeracy.

Safeguarding and Lone Working:

- Basic DBS check
- Lone working

Values and Behaviours to be demonstrated in this role:

We are customer focused	We challenge convention	We deliver together
 <p>We are committed to safety We operate safely, and are committed to ensuring the safety and wellbeing of others</p>	 <p>We keep learning We know the business, are commercially astute and an SME in our field</p>	 <p>We manage ourselves We take accountability for our own performance and actions</p>
 <p>We listen and take account of customer views We put the customer at the heart of what we do</p>	 <p>We do the right thing Operates fairly and respectfully, expects the same from others, and focusses on the right stuff</p>	 <p>We collaborate with others Works effectively with others to achieve goals</p>
 <p>We get things done We have personal drive and deliver to a high standard, on time</p>	 <p>We innovate and improve We constantly seek to improve the way we do things</p>	 <p>We lead and inspire We get the best out of others by providing strong and flexible leadership</p>
 <p>We communicate effectively We ensure effective flow of information and ideas</p>		

The above criteria are considered essential unless indicated as desirable (D)

Please refer to the levels of work framework for the generic responsibilities, experience, skills and qualifications required for all roles at this level.

This list is not exhaustive and you will be expected to perform different tasks as necessitated by your changing role within the organisation and overall business objectives and values of LiveWest.

You are expected to work within the guidance set out in LiveWest's policies and that you comply with the confidential nature of some processes in line with the General Data Protection Regulations 2018. Confidentiality can only be maintained when someone is not at risk. Any child protection or vulnerable adult concerns should be reported to the line manager immediately.