ROLE PROFILE – Skilled Labourer

**DEPARTMENT: Fareham**

**LOCATION: Fareham**

**HOURS: 40 hours**

**SALARY: £24,000 to £26,000 per annum**

**Benefits:** **23 Days Holiday rising with length of service**

**Pension, Life Assurance**

**Company Van with Fuel Card**

**WHO YOU REPORT TO: Supervisor**

**SUMMARY OF ROLE**

Mountjoy Ltd is contracted to Fareham Borough Council to provide a maintenance and repair service to void properties and ad-hoc improvements to occupied properties plus day-to-day responsive repairs arising throughout normal working hours and occasionally out of hours.

We are seeking a conscientious and enthusiastic skilled labourer, to work as part of a team, with a can-do attitude and highly flexible approach to support in the delivery of high-quality repairs and maintenance works to a domestic property. The individual must maintain a professional appearance and attitude and be always polite and courteous. It is a further requirement that all operatives must pass a DBS Vetting check.

Principle objective is to maintain high client satisfaction through delivery of maintenance and repairs services ensuring a controlled and safe environment whilst working effectively and in a timely manner and balancing constantly changing priorities.

**KEY RESPONSIBILITIES**

The most important things you will do are:

* Accountable for the quality of workmanship, method used to affect the repair, safety of yourself and those around whilst the repair is undertaken, and safe disposal of waste ensuring you are environmentally conscious.
* To take reasonable care of the tools and equipment that you will be provided.
* Be willing, and learn, to carry out minor groundwork and roofing works.
* Always remain polite & professional if a tenant becomes difficult, and if needed request support from your supervisor or foreman.
* Always be prepared to receive and issue clean information when interacting with the Operations Centre ensuring you have the full details of what you have done, and that the Operations Centre has received all details pertinent to the job including the materials used.
* Keep all areas clean and tidy and ensure all waste is removed from properties safely and disposed of in the correct way.
* Be prepared to be trained in Asbestos removal and PASMA to erect towers when required.
* Ensure all paperwork and transfer notes are passed to the office in a timely manner and not left in your van or lost.
* Ensure your Van is clean and tidy with ease of access to tools, equipment, and any van stock always.
* Embrace the Mountjoy ethos of “Integrity, built-in - doing the right thing even when no one is looking”.

This is not a list of everything you will do, above all we want you to be flexible and to contribute fully within abilities to enable Mountjoy to achieve its goals so be prepared to do whatever your job requires.

**SKILLS REQUIRED**

* Able to use the phone or PDA to communicate effectively, explaining yourself clearly and concisely understanding what information you need or need to provide.
* Be comfortable in dealing with residents, and representatives of Fareham Borough Council. Remain professional even when issues are contentious, especially when explaining that the right repair isn’t necessarily the repair they want.
* Understand the need to complete outstanding pieces of work and deal with work, completely and in one go.
* Have an organised approach to meet the demands of Mountjoy and WBC in an effective and timely manner. To know when it is right to pull on resource and when you can act on your own.
* Be a team player ensuring lessons learnt, and good practices are shared amongst the team for future benefit of the service.
* Be proactive in identifying your development needs and doing something to overcome them.
* Have a practical approach to health and safety, ensuring that you and others are always safe.
* A problem solver, learning from your previous experiences.
* Be able to self-manage and be self-motivated, prioritizing and programming work in the most efficient manner.
* Be able to use knowledge and judgement to make the right decisions and find effective solutions to problems.

**KNOWLEDGE REQUIRED**

* Have basic knowledge of the materials and methods used in the building and maintenance industry, especially roofing.

**QUALIFICATIONS REQUIRED**

* Full current driving licence.
* A DBS check is required before commencing of role

**EXPERIENCE**

* 2 – 5 yrs. experience working as a labourer within the construction industry.