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| **Job Description** | External Works Operative |
| Reports to | Senior Site Manager |
| Version No. | 1 |
| Date | June 2021  |
| Location | Newtown (Travel required) |

**Purpose of role**

To undertake external works (basic construction, repair and maintenance) at both Commercial and Domestic sites as required by the business.

1. **Main duties and Accountabilities**
* Undertake external works at domestic properties and commercial buildings in accordance with Building Regulations. Such works may include but are not limited to:
	+ - Laying / repairing paving, kerbs and edging
		- Fencing / boundary wall construction & maintenance
		- Decking
		- Installing handrails
		- Turfing
		- General Groundworks
		- Labouring
		- Repair of windows and doors
		- General clearing work
		- Drainage clearance
* Assist in semi-skilled work such as plumbing, painting, carpentry, basic masonry or concrete work.
* Undertake ordering of materials from local and national suppliers
* Transporting, loading and unloading of materials
* Ensure that all works that you undertake conform to relevant standards, legislative requirements, polices and protocols in accordance with Company procedures and safety Standards.
* Maintain a clean, safe working environment at all times for yourself and your colleagues, moving and disposing of debris as required and storing tools securely when not in use.
* Assist with the completion and timely submission of quotes and other internal paperwork in accordance with company requirements.
* Liaise with customers to undertake work in their properties in a timely and convenient manner
* Ensure the company vehicle is stocked correctly in order to carry out tasks
* Ensure that vehicle housekeeping is undertaken regularly and that all vehicle stock is stored appropriately and safely within the vehicle
* Undertake training to improve knowledge and skills as required
* Represent the company positively at all times in accordance with the company Code of Conduct, building a positive relationship with customers.
* Carry out such other duties and responsibilities as may reasonably be directed by Management

**2. Customer Services**

* + To provide excellent customer service to internal and external customers
	+ Ensure regular contact with the customer throughout works
	+ Liaise with both internal and external contacts in a friendly and helpful manner in order to uphold and strengthen the values of EOM and the wider Barcud Group.
1. **Communication, Collaboration & Team working**
	* Promote close communication with colleagues
	* Assist colleagues to support the delivery of excellent services.
	* Work collaboratively with colleagues across the Barcud Group to ensure a joined-up approach to service delivery.
	* Establish and maintain good relationships with colleagues, suppliers and customers
	* Mentor apprentices, trainees and work placements as and when required.
2. **Planning & Organising**
	* Manage own time to ensure that personal objectives are achieved.
3. **Administration**
	* Be responsible for all own personal administration, ensuring data is held and processed in line with GDPR regulations
	* Maintain both manual and computerised record and filing systems in line with internal processes and audit requirements
	* Use the appropriate technology as instructed by management
4. **Health & Safety**
	* Take responsibility for own Health & Safety.
	* Ensure that all work is undertaken in accordance with the current health and safety legislation and undertaken in a diligent manner
5. **Generic**
	* Take responsibility for own personal development.
	* Foster a climate of continuous improvement, participating in service improvement projects as and when required.
	* Actively promote the Barcud Group’s Welsh Language scheme, and be aware of and act in accordance with the requirements of Equality & diversity legislation.
	* Be aware of, and act in accordance with, the Group’s Confidentiality Policy, and the requirements of the Data Protection Act.
	* Promote a positive image of EOM and the wider Barcud Group.
	* Undertake any other duties commensurate with the level of the post as required by the company.

Signed by member of staff: …………………………………………………….

Date: …………………………………………………….

Signed by Line Manager: …………………………………………………….

Date: …………………………………………………….