



## HIGH PEAK COMMUNITY HOUSING

### JOB DESCRIPTION

<b>JOB TITLE:</b>	Labourer
<b>GRADE:</b>	Craft
<b>RESPONSIBLE TO:</b>	Property Services Team Leader

### JOB PURPOSE

**Repairs and Maintenance** - To provide efficient labouring support to various craft operatives providing a repairs and maintenance service for tenanted and empty properties managed by the Company, or other clients as required.

To ensure all work meets required performance targets and standards.

### JOB OUTCOMES

1. **Customer Service** - to give an excellent personal customer service (e.g. well mannered, clean and tidy working) whilst ensuring prompt work of the required standard so performance targets are met.
2. **Liaison and technical advice** - with clients, customers and colleagues regarding access, safe working practices, assessment of repairs requirements, progress of repairs.
3. **Records** - To complete job cards and maintain other records as required including access details, materials used, job progression and completion information.
4. **Health and Safety** – To work in accordance with the requirements of safe systems of work, risk assessments, Safety Advice Notes to ensure all work is carried out safely and presents no risks to self or customers or colleagues.
5. **Work equipment** – Operation of light machinery, plant and powered hand tools in accordance with recognised safety procedures. To be responsible for the safe use and daily maintenance of allocated Company vehicles.

### GENERAL

1. To help identify ways of continually improving the service, working individually and in teams.
2. To assist in the meeting of Key Performance Targets.

3. To assist in the promotion of Health & Safety
4. To work within the requirements of the Company's financial regulations
5. To help ensure equality of opportunity and encourage diversity.
6. To assist with identification and management of risk
7. To help ensure that tenants and residents participate in a meaningful way in the activities of High Peak Community Housing
8. To be flexible and willing to perform other tasks to meet the needs of the organisation and our customers.