

<b>Job title:</b>	<b>Ground Worker</b>
<b>Directorate:</b>	<b>Commercial Services</b>
<b>Date written:</b>	<b>January 2021</b>
<b>Grade:</b>	<b>N/A</b>
<b>Job code:</b>	<b>6013</b>

### **Purpose of job**

You're responsible for the delivery of ground works including fencing of response maintenance, void repairs/installations and planned maintenance to the Group partners housing stock. Providing a high-quality service to Abri's clients in accordance to governing trade organisations and regulations.

### **Key duties and responsibilities**

- To carry out response maintenance, void works, and planned maintenance to Abri properties as instructed by the relevant Service Manager or Area Service Manager in an efficient and effective manner, ensuring that all works are planned, programmed and completed to the satisfaction of the Abri Groups customers.
- To carry out bricklaying, roofing and general building repairs in occupied or void properties, communal areas and garages owned or managed by Abri.
- Provision of new or replacement of all types of paving including slabs and fencing.
- Lay appropriate ground works with concrete or tarmac to include dropped kerbs, ramps, driveways and paths.
- Provision of new or replacement disabled adaptations as per recommendations by Abri Groups, Occupational Therapists'.
- Undertake drainage repairs, replacement and maintenance of drains, inspection chambers and manholes.
- Effectively control relevant expenditure by ensuring all work is carried out in an economic manner, including verification and measurement of completed work with the aim of completing repairs first time wherever possible.
- To achieve quality and quantity in carrying out ground works and fencing in compliance with Technical Services Health & Safety policies and statutory legislation.
- The safe use of all tools, plant and materials having due regard for own safety using Personal Protective Equipment provided and maintaining the safety of others in accordance with The Health & Safety at Work Act (1974).

- To complete issued responsive and planned repair works to the given priority or confirmed appointments made with Abri's customers, including direct liaison with the Customer, Service Manager and Works Scheduler.
- To use any communication equipment provided (mobile telephone, Personal Digital Assistant PDA) in accordance with Abri's working practices and policies.
- Engage in regular 'tool box' chats, identify any training needs and to contribute to Abri's Appraisal and Development Programme. Willingness to undertake training both on an individual or corporate basis.
- Ability to use and apply a 'Schedule of Rates' job costing method.
- Ensure all works orders are varied to reflect the extent of the works that have been completed. Where variations exceed the original order value by £50.00, prior authorisation must be obtained before completing the works.
- To manage individual workload ensuring works are completed in order of priority times. Liaise directly with your Service Manager informing them of progress and any failure to complete works on time.
- Ensure all works are completed in the most cost-effective manner, identify and pre-order materials from the stores when necessary, maintain a pre-agreed stock of repair items and equipment within the vehicle ensuring that the customer is advised of the order progress.
- To complete all necessary timesheets, vehicle inspection sheets, and all invoices to meet weekly deadlines and monthly payroll requirements.
- To cover out of hours emergency call out in accordance with the departmental rota. The frequency of on call times will vary dependant on department and trade.
- To deal with all customers in accordance with the Abri's code of conduct.
- To drive company vehicles as required and in accordance with the Driving at Work Procedure and procedure as outlined in the Drivers Pack.
- Ensure your provided vehicle is kept clean and oil, coolant and brake fluid levels are checked on a weekly basis. This information and any recommendation notices are to be recorded on the reverse of the time sheet.
- To provide technical advice, support or guidance to other departments within the Abri Group to enable them to carry out their duties; to include joint surveys, provision of quotations for improvement works.
- To work with all other Technical Services colleagues as part of a multi-disciplinary team where appropriate providing support where needed in the interests of effective and efficient services and in particular the contract teams.
- Support the Group's values and strategic objectives within the context of the duties of the post.
- Support and adhere to the Group's policies on the equality and diversity.

- Comply with the requirements of the Data Protection Act and associated legislation insofar as they relate to the duties of the post.
- Ensure compliance with good Risk Management Practice.
- To familiarise yourself with your responsibilities under the group's health and safety policy and procedures and adhere and work in accordance with them at all times. To maintain up-to-date knowledge on legislation and policies related to work area.
- Comply full at all times with the "Whistle Blowing" policy, the Code of Conduct for staff and other associated policies relating to conduct at work.
- To undertake any other duties commensurate with this position.

### **Knowledge, skills and experience required**

- A City & Guilds or NVQ level 2 qualification in Construction or Bricklaying.
- Holder of CSCS Card.
- Experience of working in a similar role within a housing organisation or in-house contractor.
- Knowledge and understanding of the range of policy, practical, and technical issues relevant to the provision of maintenance repairs and installations of ground works including fencing and drainage.
- 2 Years' experience of carrying out ground works, fencing and drainage repairs and installations.
- Good knowledge and understanding of the technical policies and procedures relevant to the job description.
- Working knowledge of The Health & Safety at Work Act 1974 Ability to work at Heights Full UK Driving Licence Asbestos Awareness.
- Listen to internal and external customers with interest and understanding. Note customers' requests accurately and concisely and act accordingly.
- Able to maintain and build on external relationships and partnerships.
- Ability to communicate effectively and accurately verbally, by telephone all in a manner that is readily understood.
- Ability to work within a team, promote team spirit, share ideas and encourage others to do the same.
- Participate in an open culture where staff is encouraged to seek assistance from other team members.
- Physically strong.
- Ability to work outdoors in all seasons.
- Ability to hit targets and deadlines.

- Knowledge and understanding of the practical application of diversity and equality of opportunity in the work place.
- Able to contribute positively to customer continuous improvement groups.
- Ability to adapt to change effectively, including the introduction of new supporting software and technology.
- Demonstrates our Values and Behaviours.