

Labourer

Team - Responsive Repairs / Empty Homes	Team responsibility - N/a
Manager – Responsive Team Leader / Empty Homes Site Manager / Empty Homes Project Manager	Budget responsibility – N/a
Directorate – Customer Experience	Job grade - 2
Location – Mobile	
Stakeholders - Customers, Colleagues, Suppliers, Contractors and Communities.	

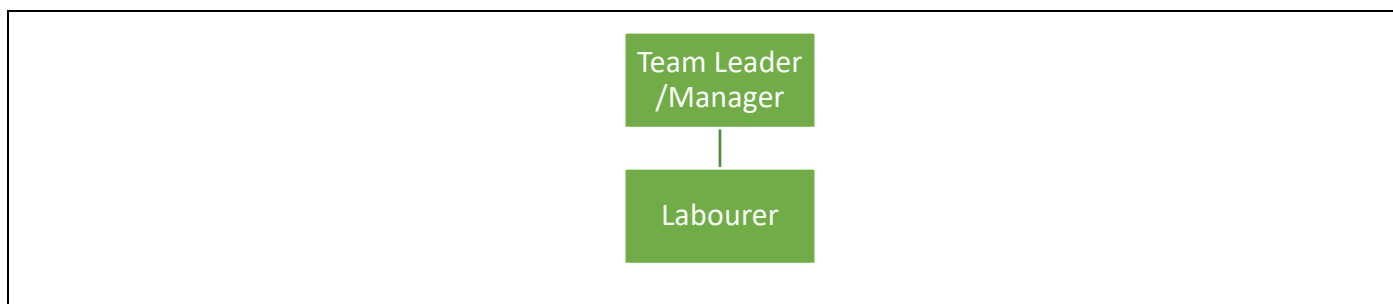
Role Purpose:

To carry out general labouring, clearing, cleaning, and semi-skilled maintenance repairs to properties owned or managed by the Association.

To undertake landscape maintenance duties to properties/ estates, and other works to maintain the safety and appearance of communal areas.

To deliver an excellent repairs experience for our customers at all times and to assist in providing our customers with homes of the highest standards.

Organisational Structure



Main responsibilities

Labouring Technician

To ensure our estates and communal areas are clean, safe and attractive by:

- Undertaking regular inspections of internal and external communal areas and proactively identifying work required, undertaking appropriate tasks and reporting others as required.
- Removing graffiti.
- Removing accumulations of rubbish from areas owned by us and liaising with local councils to remove accumulations of rubbish from publicly owned areas.
- Undertaking landscape maintenance to support the work of the landscape maintenance contractor.

- e) Identifying and reporting faults/repairs to the paths, roads, paved areas, communal areas, carparks and property within our estates.
- f) Undertaking minor repairs to fencing, street signs, benches and other communal facilities as required.
- g) Testing fire alarm and emergency lighting systems in accordance with a defined programme.
- h) Identifying and reporting relevant tenancy issues to the Housing Officer.
- i) To provide cover for the scheme Janitor role when required. Including the emptying of rubbish bins, general cleaning and any other duties required that are commensurate with the role duties.

To assist the assigned Property Services teams by:

- a) Undertaking clearance and cleaning after termination and prior to commencement of any new tenancy.
- b) Clearing gardens; cutting lawns/grounds maintenance and hedges; pruning shrubs and trees; clearing vegetation and carrying out other landscaping works as and when required.
- c) Be proficient and capable of installing all loft insulation products to the relevant standards.
- d) Checking that the property has been brought up to our re-let standard.
- e) To collect and remove fittings and other rubbish generated by planned or responsive repairs.
- f) To provide support to all trade colleagues when undertaking repairs identified as "Working at Height" or double handed works
- g) To provide general labour support to all other trades employed by the Association.
- h) To undertake preparation work for the Painter & Decorator and assist in the redecoration of properties.
- i) To carry out semi-skilled maintenance repairs when requested, ensuring that the work is completed to a defined quality and to relevant technical standards.
- j) To undertake general portage duties within Broadacres' offices as requested.

What does success look like?

Delivering high-quality labouring completed accurately, safely, and on time to technical and manufacturer standards. Success is measured by durable results, compliance with health and safety, and customer satisfaction.

Colleague Collaboration, Customer Focus and Communication

- k) To be proactive in supporting team leaders and managers in achieving targets and standards.
- l) To provide excellent customer service by dealing with all customers appropriately and effectively, referring issues to other staff as required.
- t) To attend and actively participate in meetings and any training & development activities as required.
 - Work collaboratively with colleagues across the business to ensure customers receive the support they need and a high quality service at first point of contact.
 - Build positive relationships with customers, providing clear advice and support.
 - Work collaboratively with colleagues to meet KPIs and contribute to service improvement.

- Proactively communicate with line manager any work challenges affecting the completion of work, and provide updates on progress as and when. Timely communicate any key issues.

What does success look like?

Keep customer experience at the heart of all tasks, aiming for first-time fixes wherever possible to deliver efficient, high-quality service. It also requires clear and proactive communication with customers, colleagues, project coordinators, and line managers to ensure smooth coordination and timely completion of work.

Health, Safety and Compliance

- m) To be responsible for the health, safety and welfare of yourself and anyone who may be affected by your work. In particular, complying with safe systems of work in accordance with the policies and procedures of the Association and current legislation.
- n) To keep abreast of changes in building, health and safety legislation and ensure that the Association complies with such legislation and codes of guidance.
- n) To undertake daily/weekly checks of any vehicle provided and ensure it is kept clean and tidy.
- o) The vehicle must also be presented for any servicing, maintenance or MOT when required and any defects or damage must be reported to the team leader.
- p) To ensure that appropriate records and necessary paperwork required by the Association are completed accurately and on time.
- q) To ensure all work undertaken and services provided are in compliance with the data protection legislation.
- r) To make effective use of the Association's materials and ensure that any unused materials are returned to the stores.
- s) To support the Association's environmental targets by sorting and recycling waste as required.
- u) Such other duties as may from time to time be allocated to the post holder consistent with the responsibilities of the post.

What does success look like?

Be proactive to achieve targets and standards are met while maintaining strong team collaboration with colleagues and line managers. Maintain technical skills for effective use of mobile devices, ensuring accurate data capture to improve services. Ensure efficient use of materials, compliance with data protection and health & safety legislation, and staying updated on regulatory changes.

Active participation in meetings and training, proper care and reporting of vehicle condition, and flexibility to undertake additional duties as needed—all contributing to a reliable, compliant, and continuously improving service.

General



- To comply with Broadacres policies, procedures and code of conduct.
- To ensure all work undertaken and services provided are in compliance with the data protection legislation.
- Comply at all times with all organisational policies and relevant legislation including Data Protection, Equality & Diversity, Health & Safety and Financial regulations.
- To carry out any other duties consistent with the level of responsibilities of the post as may from time to time be required.
- Promote and demonstrate commitment to equality, inclusion and diversity ensuring BHA develops and promotes positive practices in all its customer activities.
- Embrace and promote the corporate plan, mission, vision, values and conduct of the association.

What does success look like?

An effective colleague. The role holder fully embraces the corporate strategy and values, regularly communicates Broadacres' performance and progress with teams, ensures that operational processes and practices are complied with and inspires colleagues to deliver great customer experience.

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Person Specification

Job Requirements	Essential	Desirable	Method of Identifying Criteria
Experience	Experience of dealing with the general public	- Previous carpentry, plumbing or building experience. - Experience of landscape maintenance / gardening	Application form Interview (may include occupational test where appropriate)
Skills -	- Relationship Building – able to form successful professional relationships with customers and colleagues. - Team player - Works collaboratively with colleagues to deliver great results. - Good interpersonal skills with the ability to establish and maintain positive relationships, and to persuade others to take relevant action. - Is aware of the need to work with a value for money approach - IT literate and confident in using online technologies to encourage internal and external customers and stakeholders.		Application form Interview (may include occupational test where appropriate)
Knowledge -	Ability to climb ladders, work at height and physically undertake the duties.	- Health and Safety issues Horticultural matters. - Ability to use a chainsaw, power tools etc	Application form Interview (may include occupational test where appropriate)
Special Requirements	- Willing and able to work outside normal hours. - Ability to climb ladders, work at		Application form Interview

	height and physically undertake the duties. • Able to demonstrate an understanding of and commitment to Diversity/ Equality and tenant participation. • Commitment to working as part of a team to deliver quality housing service • Ability and confidence to drive and access to a vehicle.		
Qualifications	• Basic numeracy and literacy	• Relevant City & Guilds Basic Craft Certificate, or NVQ qualification. • Health & Safety passport (CSCS etc) • Chainsaw qualification	Application form

Broadacres Values

