



Job profile

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| Job title: General Labourer | Responsible to: Repairs supervisor |
| Post No: | Salary: £28,499 per annum |
| Responsible for: N/A | Behaviour level: 1 |

Purpose of the job:

To significantly contribute to the provision a first rate repairs service for South Lakes Housing's tenants by providing 'Right First Time' labouring tasks and a materials delivery service.

In addition to the above, the post holder will exercise the following responsibilities:

Responsibilities:

- To be able to carry out the duties required of a general labourer, working efficiently and safely.
- To assist building trades persons working on those properties which South Lakes Housing are responsible for the day-to-day responsive maintenance.
- To assist the SLH Maintenance service with the collection of building supplies from merchants and other locations and driving an SLH vehicle to drop materials off to trades persons working on site.
- To be able to collect the material requirement from the merchant and drive them to where they are needed at the timescale they are needed e.g. within 1 hour.
- To work with the Materials Coordinator and Trades Persons to restock SLH Maintenance vehicles.
- To have the ability to assess the work requirements of issued orders.
- To be able to operate a Personal Digital Assistant (known as a 'PDA') and fill in the relevant forms i.e. timesheets, driver's records and material requisition orders.
- To provide any information that may be required about the work in hand by the trade's person and/or supervisor if required.
- To comply with SLH's Health & Safety Policy and Procedures including the Code of Safe Working Practices and Drivers Pack.

Key accountabilities:

- Ensure the effective delivery and operation of the service
- Be Customer Focused, ensuring continuous service development in response to customer needs
- Assist and contribute to a range of relevant national and local performance indicators.
- Participate with the Annual Personal Development Review process as required.
- Contribute towards the achievement of the vision and objectives of SLH

- The above duties and responsibilities do not include or define all tasks that may be required by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

Person specification

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| Job title: General Labourer | | |
| Criteria | Essential / Desirable | Method of Assessment |
| Qualifications | | |
| Good knowledge of the building industry | E | |
| GCSE English AND Maths/ NVQ LEVEL 2 OR EQUIVALENT | E | |
| ADDITIONAL QUALIFICATIONS IN BUILDING CONSTRUCTION | D | |
| Knowledge, skills and abilities | | |
| An understanding and developed working knowledge of computer systems including Excel, Word and Teams | D | |
| An unwavering commitment to equality, diversity and inclusion, ensuring this is embedded in the work of SLH. | E | |
| An unwavering commitment to abide by SLH key fundamentals and behaviours. | E | |
| Full driving licence for a passenger car with no more than 6 current penalty points | E | |
| Must be reliable and have good time keeping abilities | E | |
| Must have a positive attitude towards customer care. | E | |
| Must have a positive attitude to work. | E | |
| Must be willing to undertake any training that may be necessary to improve their ability to carry out their duties. | E | |
| Must be a good communicator and provide information on jobs and assistance where required. | E | |
| Ability to work with the minimum of supervision | E | |
| Able to problem solve and overcome issues | D | |
| Worked in the building industry previously | E | |
| Worked with a team previously | E | |
| Worked individually before | E | |
| Able to conduct basic labouring tasks | E | |
| | | |
| Values and behaviours - <i>It's not just about what we do, we believe it's how we do it too...</i> | E | I |
| By living our behaviours every day, our colleagues, managers and senior managers are living our shared | | |

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| <p>SLICE values and helping to deliver our vision of Quality Homes, a platform for life:</p> <ul style="list-style-type: none"> • Genuinely care • Take responsibility • Have respect • Be adaptable • Work together • Be curious • Make it happen • Always improving | | |
| <p>Excellent Customer Care skills.</p> <p>Strong commitment to team working and proven ability to work well as part of a team.</p> <p>Interest in and commitment to local public service delivery.</p> <p>Good verbal and written communication skills including the completion of necessary work documentation.</p> | <p>E – Essential</p> <p>E</p> <p>D</p> <p>D</p> | |
| <p>Please note: No job profile can cover every task which may arise within a role. The post holder will be expected to carry out other duties from time to time which are broadly consistent within this document.</p> | | |
| <p>Role profile prepared by: Cory Robinson</p> | | |
| <p>Review date:</p> | | |
| <p>Location: Will be Bridge Mills Business Centre, Stramongate, Kendal LA9 4BD. South Lakes Housing operates a hybrid working policy.</p> | | |

Conditions of Service:

- The Post holder will be expected to comply with the SLH's Code of Conduct for Employees.
- Equal Opportunities - SLH aims to be an Equal Opportunities Employer and has equal opportunities policies with which you are expected to comply at all times. SLH condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.
- Comply with the relevant duties and responsibilities under the Health & Safety Work etc. Act 1974. The Management of Health and Safety at Work Regulations 1999 (as amended) All relevant Codes of Safe Working Practice, policies and other health and safety information relevant to your Services area of work. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- All employees must have due regard to the SLH's current Management Arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
- Period of notice by the employee to South Lakes Housing: **1 month**.
- The salary is based on **40 hours per week** however the nature of the role may require longer working hours to complete tasks. Overtime rate is applicable to this role.

Place of work: **Kendal**. However, you will be required to work throughout SLH's area of operation.