

# Job Description

<b>Job title</b>	General Builder
<b>Profession:</b>	-
<b>Band:</b>	-
<b>Directorate</b>	Customer
<b>Accountable to</b>	Delivery Manager

**Job Purpose:** To carry out appropriate general repairs, maintenance and improvements at Sovereign Network Group (SNG) properties in an efficient and effective manner and in accordance with regulatory requirements, prescribed work schedules and SNG's established standard policies and procedures set for delivery of exceptional customer service.

**Financial responsibility:** No financial responsibility

**People responsibility:** No direct or indirect reports

**Autonomy:** Direction set by the Delivery Manager.

## Key Accountabilities:

- Working within clearly defined processes with a moderate degree of supervision on tasks to meet time frames set by line manager whilst being accountable for individual results and the impact these may have on SNG.
- Undertake as directed general building maintenance work and associated tasks, to include work at height, erection and use of access equipment, drainage clearance and all forms of jobbing repairs in order to meet work schedules.
- Identify the extent and scope of the reported defects and after consultation take the appropriate corrective action to ensure work schedules and identified defects are completed.
- Identify all necessary materials and equipment required to effect works identified taking care to ensure Health & Safety at Work regulations are complied with and that all plant and tools are maintained and in clean order.
- Assist all other trades as and when required. Liaise with both internal and external customers appropriately and promptly, to ensure those connected or involved in your work are aware of progress and action taken or action required to rectify the identified defect/s.
- Applying knowledge and skills to record and report on status and condition of internal and/or external fabric of the building. This is to enable appropriate information to be fed into reports including recommendations concerning future maintenance. If more complex defects are exposed, then these should be referred to the Supervisor/Line Manager for identification of the necessary remedial action.

- Participate effectively in Mobile Working by accurately operating the electronic recording system where issued, or paper systems, to plan appointments and for record of job order/s including transmission and maintenance of timesheets, work completion status, vehicle records, materials management and progress against target objectives set for, time, cost and quality.
- Participate in the delivery of Out of Hours call out service in accordance with SNG's current policies and procedures.
- Operate within the existing SNG Code of Conduct promoting a positive image as a local community service provider to ensure all customers receive the best possible effective and efficient service.
- Establish, develop and maintain effective working relationships with all work colleagues, contractors and partnering agencies to ensure an integrated contribution to SNG's corporate objectives.
- Observe and comply with policies and procedures for Health and Safety at Work and observe and continually promote equal opportunities and customer care in compliance with organisational aims and objectives.
- Continuously seek realistic ways to improve efficiency and effectiveness in your role, to help the department, and SNG, achieve its goals.
- Participate in learning and development activities that develop personal effectiveness and assist in improving performance in the role.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and in order to meet the changing needs of the organisation.

#### **Knowledge and Skills:**

- Repairing brickwork and blockwork.
- Digging on underground drainage, repairing collapsed pipework and installing soakaways.
- Roofing and roof repairs, roof problem solving, assessing roof integrity and guttering repairs.
- Repointing, minor rendering, tiling and cement works.
- All types of fencing, posts, feather edge, chain link and panels.
- Laying self-levelling compound, lino flooring and floor tiles.

*This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.*

<b>Version</b>	<b>Job Code</b>	<b>Author</b>	<b>Date created/modified</b>	<b>Effective date</b>
1.0	4009	New Template	GS	14/09/20
2.0	4009	Claire Dinsey (new template only)	May 2024	