

Job Description

Job title	Labourer
Profession	-
Band	-
Directorate	Customer
Accountable to	Delivery Manager

Job Purpose: To assist in carrying out repairs, maintenance, general cleaning services, waste disposal and recycling at Sovereign Network Group (SNG) properties 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 on tasks to meet time frames set by line manager whilst being accountable for individual results and the impact these may have on SNG.
- To assist as directed in the carrying out of general maintenance work and associated tasks, to include work at height, erection and use of access equipment and drainage clearance in order to meet work schedules.
- Identify the extent and scope of the reported defects and after consultation take the appropriate corrective action. 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.
- Collect and distribute all necessary materials and equipment required to effect works identified ensuring all plant and tools are maintained and in clean order.
- 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.
- 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.

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.

Version	Job Code	Author	Date created/modified	Effective date
1.0	4006	NH – New Brand Template	30/10/20	30/10/20
2.0	4006	Claire Dinsey (new template only)	May 2024	