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Job Description

Semi-Skilled Labourer

All criteria are Essential unless indicated otherwise

Reports to: Team Leader

Responsible for: N/A

Overall Job Purpose

To support the delivery of responsive repairs, planned maintenance and void property works across the housing stock. The post holder will undertake labouring duties and routine semi-skilled maintenance tasks, working independently where appropriate and supporting qualified trades operatives to ensure tenants receive a high-quality, tenant-focused maintenance service.

The role contributes to Barcud's aim of providing safe, affordable and well-maintained homes and delivering excellent services to tenants and communities.

Key Responsibilities

Duties

- Assist qualified trades operatives in delivering responsive repairs, planned maintenance and void property works.
- Undertake routine semi-skilled maintenance and repair tasks within competency.
- Prepare, clear and maintain work areas, properties and communal areas, including the handling of materials, tools and equipment.
- Assist with void property preparation, clearances and reinstatement works.
- Identify and report defects, health and safety concerns, safeguarding concerns and other issues encountered during work activities.
- Complete work to agreed quality standards and timescales, ensuring work areas are left clean, safe and tidy.
- Comply with all Health and Safety policies, procedures and safe systems of work.



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- Operate vehicles, tools, plant and equipment safely, reporting defects, hazards, accidents and incidents promptly.
- Wear appropriate personal protective equipment and contribute to maintaining safe working environments.
- Provide a professional, courteous and customer-focused service to tenants, residents and stakeholders.
- Represent the Association positively and report concerns relating to tenant wellbeing, vulnerability or safeguarding in accordance with procedures.

People

- Promote a high-performance culture that drives continuous improvement and efficiencies.
- Communicating the priorities, plans, vision and objectives of the Association to ensure effective delivery to the agreed service standards and targets

Corporate

- Promote, develop and manage effective partnerships with internal and external stakeholders
- to achieve continuous improvement in the provision of services.
- Promote Health and Wellbeing initiatives throughout the organisation.
- Provide excellent customer service to all internal and external customers.
- Work within the Association's equality, diversity and inclusion policies at all times and in all
- aspects of service delivery and employment.
- Ensure that the Association and its employees comply with all legal, statutory and regulatory
- requirements along with best practice.
- In all aspects of the Association's work, to promote effective communications, excellence in
- customer service, and a focus on continuous improvement.
- Carry out such other duties and responsibilities as may reasonably be requested.

This job description is not intended to be an exhaustive list and in view of changing demands, legislation, and regulations, the duties may be reviewed and revised as deemed reasonable and appropriate



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Personal Specification

Labourer

This person specification details the experience and skills required for the position of Semi-Skilled Labourer at Barcud. All skills and experience are essential except where explicitly indicated as desirable (D).

Qualifications

- Full UK Driving Licence.
- Basic Health and Safety awareness.
- Manual Handling Training. (D)
- Asbestos Awareness Training. (D)

Experience

- Experience working within construction, property maintenance, housing maintenance or a similar environment.
- Experience using hand and power tools safely and effectively.
- Worked as part of a team and able to follow instructions.
- Experience providing a customer-focused service.
- Achieving challenging targets and objectives.

Skills / Knowledge

- Ability to undertake a range of semi-skilled maintenance and repair tasks.
- Good knowledge of Health and Safety requirements and safe working practices.
- Ability to work unsupervised and use initiative appropriately.
- Good attention to detail.
- Good interpersonal skills.
- Good verbal communication skills.
- Ability to work effectively as part of a team.
- Able to undertake work which is physically demanding.
- Basic digital skills and ability to use mobile working technology.
- Good organisational skills to plan and prioritise workload within agreed schedules.



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- Understanding of customer care and tenant-focused service delivery.
- Ability to identify and report property defects, health and safety concerns and safeguarding issues.
- Ability to promote equality and diversity in all aspects of employment and service delivery.
- Ability to speak Welsh. (D)