



BUILD SERVICE TECHNICIAN




ABOUT THE ROLE

This is a construction site based role, supporting the site team in preparing homes for our customers. This is to ensure that we are handing over defect free homes, maintaining our five-star builder status and a leader in Customer Service at the premium end of the homebuilding industry.

Reports to: Area Construction Manager or Construction Director / Head of Construction

KEY RESPONSIBILITIES

- Maintain a smartly presented, polite, diligent, positive and professional attitude at all times and demonstrate knowledge in order to build customer confidence.
- Complete 'hands-on' professional work at the direction of your line manager
- Carry out work in properties that are not occupied in accordance with the site teams' requests / priorities.
- Carry out work in occupied properties in accordance with the site teams' requests / priorities or as per appointments scheduled
- Source materials in preparation for visits / appointments and ensure that the stock held is sufficient in quality and quantity
- Manage customer expectations effectively regarding any queries that they may have
- Ensure that any property worked in is protected before the commencement of works, including PPE and overshoes
- Have a thorough knowledge of Redrow house types and construction processes
- Complete work instructions to a high standard
- Ensure that all tools are sufficient for the task at hand and have been PAT tested

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- Ensure that the van is kept clean, tidy and organised
 - Communicate daily with the site team to fully update on work instructions
 - Comply with responsibilities as laid down in the Group's Health, Safety and Environment Policy and as explained in Site HS&E rules/procedures. This includes wearing the appropriate PPE when necessary.
 - Ensure all works are carried out in accordance with specific risk assessments and method statements
 - At all times comply with company policies, procedures and instructions
 - Contribute to improving, protecting and enhancing the reputation of the company, by putting forward new ideas and, when requested to do so, implementing change
 - Internal working relationships: the Site Management team and other Redrow personnel that may visit site
 - External working relationships: sub-contractors, agency staff, customers and all visitors on to site

THE PERSON

What kind of person are we looking for?

- Hard working and dedicated
- Able to take instructions
- Has a high quality level of work and takes pride in what they do
- Has a forward thinking attitude in order to plan works
- Flexible approach to dealing with issues and challenges
- Good level of interpersonal skills
- Able to communicate professionally and clearly
- Resilient in the face of challenging situations and deadlines
- Manages time effectively to ensure that workload is met

These are illustrative duties and the job holder will be expected to become involved in a range of work to enable the department to respond effectively to the requirements of the Company.