

JOB DESCRIPTION

Job Title:	Build Service Technician
Reports to:	Construction Director
Accountable to:	Construction Director
Job Purpose:	To manage and continually improve the Customer Service experience for Redrow customers to ensure Redrow remains a 5 star builder and a leader in Customer Service at the premium end of the homebuilding industry.
Scope:	The Build Service Technician will address their maintenance needs and concerns through quality workmanship, professional attitude and within agreed timescales.

Responsible for (where applicable):

Staff:	No
Budgets:	TBD

Key Responsibilities:

1. Maintain a smartly presented, polite, diligent, positive and professional attitude at all times; demonstrate knowledge and build customer confidence
2. 'Hands on professional' at the direction of the Construction Director.
3. Pre-visit interaction with customers to ensure total transparency about what will be done and when
4. Attend appointments as scheduled by the Construction Director/Site Team.
5. Source materials in preparation of visits
6. Manage customer expectations, Manage internal & external relationships
7. Produce identity card on introduction, and ensure the property is adequately protected before commencement of works, including PPE and overshoes
8. Ensure all works are carried out in accordance with specific risk assessments and method statements
9. Build a thorough knowledge of Redrow housetypes and construction processes
10. Have a knowledge of and ensure alignment with the structural warranty provider policies, Consumer Code, Redrow quality standards and customer charter
11. Complete work instructions to a high standard.
12. Tools – Carry the full requirement and replace where necessary, Pat Tested, Van to be kept clean, tidy and organised
13. Communicate daily with the site team to update, record completed work instructions, reason for delays etc.
14. Escalate / report difficulties as a matter of priority to ACM's/Construction Director

Working Relationships:

Effective working relationships are an essential part of daily working life.

The focus in this role is both:-

Internal Colleagues in HR, line managers, other key personnel within Divisions; and all employees in the company.

External: Relevant the third parties and organisations as appropriate for benchmarking and research, professional bodies

Decision Making Authority: TBC

These are illustrative duties and the post 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.