

Job Code: 158 **Customer Care Engineer**

Reporting to: Customer Care Manager/Designated staff

Purpose: To carry out responsive maintenance during maintenance period.

Achieving Results

- Completing work to high standards first time.

Managing the Process

- To liaise with occupant and carry out effective back up cover to subcontractors
- To limit the extent of damage by making safe in the event of emergency works.
- To be responsible for health and safety to both operative and the occupants of the property.
- To finalise the completion of defects liability works where the subcontractor fails his obligations or any material faults.
- Health and Safety - All employees have a statutory duty to look after their own safety and to give due consideration for the safety of others. Employees also have specific responsibilities as set out in the Company Health and Safety Policy.
- Equality & Diversity - All employees must comply with the Company Equality and Diversity Policy, ensuring that at all times behaviour is fair and non-discriminatory.

Serving the Customer (Internal & External)

- Developing relationship with purchaser to identify areas of improvement and design out, in order to maintain a customer friendly company.

Delivering Quality

- Provide monthly report of defects found at home demonstration handover and courtesy call.

Technical Skills and Knowledge

	Basic	Intermediate	Advanced
General knowledge of construction			
Knowledge of NHBC requirements			
Knowledge of health and safety			
Understanding structural principals			
Knowledge of good trade practice			
Knowledge of environmental regulations			

Training Matrix

A training matrix for this role, which includes all the compulsory training, is published on the Regional Server and the People Development site; Sharepoint. Full course descriptions explaining the content of these courses are also available on Sharepoint.

Name of Mentor Appointed by Customer Care Manager _____

- CSCS Card - H&S Test
- PAVES - 2 years review
- DUST Minimum Standards Briefing and Face Fit Awareness
- Face Fit Testing
- Emergency First Aid
- ELearning: HR, Sustainability Awareness, Asbestos Awareness, Sharps Awareness, Manual Handling, Fire Awareness, Customer Care and Mental Health (Considerate Constructors) - Within 6 months
- LIMS Procedures and Standard LIMS Forms Briefing
- Asbestos Awareness (Tutor Session) - every 3 years
- Business Policies and TILES
- Diversity in The Workplace - within 6 months/Year
- PASMA - every 3 years
- Working at Heights
- Ladder Training
- Lone Worker - Susie Lamplugh Training
- Driver Training (If applicable - dependant on annual mileage)

Optional training dependant on requirements or trade background

- NICEIC
- GAS SAFE
- Plastic Surgeon