

**Job Code:** Finishing Operative

**Reporting to:** Site Manager/Senior Site Manager/Project Manager

**Purpose:** Undertake finishing works to properties ahead of Sales or Project handovers.

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#### **Achieving Results**

- Undertake under the direction of the site manager all finishing operations on site, working to agreed completion and handover programmes. Carry out handover inspections if required with clients and Sales Executives and ensure snagging works identified are completed within agreed time scales.
- Liaise with the site manager when items should be chargeable to a subcontractor.

#### **Managing the Process**

- Liaise with the site manager to order materials as required to undertake making good of defects.
- Liaise with NHBC and Building Control for completion of dwellings to required standards
- Assist in safety management of site, taking direct responsibility for operations under their control, liaise with Site Manager and Safety Manager.
- Undertake site defects if arise whilst site is in progress.
- 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 and External)**

- Represent the Company to its Clients in an efficient, responsible and pleasant manner. Deal with Client complaints promptly when needs arise. Liaise with sales representatives over all matters involving Clients' requirements.
- Undertake snagging and works to complete dwellings to a high standard ahead of completion or handover.

#### **Delivering Quality**

- Monitor the quality of work to ensure technical compliance and compliance with Company quality standards.
- Ensure that Sub-contractors "extras" are minimised and that re-work is avoided. Avoid material wastage. Liaise with the site manager when items should be chargeable to a subcontractor.
- Ensure that site and own presentation is kept tidy and that the site is presented to the public in a clean, tidy workmanlike manner.

## Managing People

### Monitor and Feedback on Performance

- Participate in annual and interim Performance & Development Reviews
- Control attendance based on site hours

### Comply with Lovell Policy and Employment Legislations, relating to;

- Health, Safety and Welfare

### Regularly Communicate

- Liaise with site manager and assistant site manager on plots to be completed and when to meet the programme of handover. Present dwellings to customers and clients for inspection

### Give and Receive Feedback

- Participate in project reviews and PDR process as required by line managers

### Support Learning and Development

- Review with line manager training needs in line with site-based activities and undertake training as required to maintain updated qualifications.

## Technical Skills and Knowledge

	Basic	Intermediate	Advanced
Knowledge of NHBC Regulations			
Knowledge of Building Regulations			
Knowledge of good trade practice			
Understanding of quality standards			
Knowledge of Health and Safety 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.

- Regional Induction
- The Lovell Way
- Diversity in the Workplace
- CSCS Card

- PAVES & Dust – 2 years review
- Paslode Nail Gun
- Abrasive Wheels
- PASMA
- Scaffold Awareness
- CITB H&S Awareness
- Face Fit testing & Awareness
- Asbestos Awareness – Tutor Session (every 3 years)
- Manual Handling (Practical)
- Fire Marshal (Practical)
- Ladder Training
- Lone Worker – Susie Lamplugh Training
- SEATS – Environmental Awareness