

**Job Code: 158**      **Customer Care Operative**

**Reporting to:**      Customer Care Manager/Designated staff

**Purpose:**              To carry out responsive maintenance during maintenance period.

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#### **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.
- Liaising with both purchasers and Clients' residents and the Customer Care Team and keeping both up dated with completed works and any issues found

#### **Delivering Quality**

- Provide monthly report of defects found at home demonstration handover and courtesy call.
- Regular daily communication with the Customer Care Team and Customer Care Manager

#### **Technical Skills and Knowledge**

	<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>
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 which is required, is published on the People Development site Lovell Academy. Full course descriptions explaining the content of these courses are also available on Lovell Academy.