

Role Description

- Job Title:** Service Support (Labourer, Driver, Flooring technicians, Gardener, Painter's Assistant, Ground Worker, Handyman, Dumper Driver/Cleaners)
- Reporting To:** Team Leader /Project Manager
- Purpose:** Working to deliver highest quality Right First Time service to carry out a variety of property services tasks. Working efficiently and safely in line with our Perfect Delivery ethos to achieve excellent customer experience results. This role may operate across multiple contracts.

Value

| | KPIs |
|---|---|
| <ul style="list-style-type: none"> Ensure individual productivity and performance levels are maintained within required timescales or to targets. Carrying out work as efficiently as possible and to a high standard | |
| <ul style="list-style-type: none"> Utilising our MSi platform and technology, receive, plan and complete jobs, keeping the office informed at all times on progress, variances required. Complete information on MSi updated including job notes/codes/materials | <p><i>Ensure a professional service is delivered at all times</i></p> <p><i>Ensure stock levels are maintained at all times</i></p> |
| <ul style="list-style-type: none"> Ensure van stocks are managed effectively and keep accurate records available at all times | <p><i>Effective materials management</i></p> |
| <ul style="list-style-type: none"> Work to the agreed programme and timescales to complete all works on time and budget with accurate notes and job information | <p><i>Work to exceed the minimum requirements of jobs completed per day</i></p> |
| <ul style="list-style-type: none"> Identify cost savings where possible to assist the company in achieving our commercial aims | |
| <ul style="list-style-type: none"> Be prepared to work overtime when the need arises to complete work and agree with line manager any overtime required | |

Right First Time

| | KPIs |
|--|---|
| <ul style="list-style-type: none"> Through diligent problem solving, resolve and complete jobs at first visit to achieve excellent Customer experience results, undertaking fault-finding and diagnostic work as determined by training/within competency | <p><i>Ensure a professional service is delivered at all times measured by customer experience</i></p> |
| <ul style="list-style-type: none"> Carry out inspections as necessary | <p><i>Consistent delivery of repairs to the highest standard > 95%</i></p> |
| <ul style="list-style-type: none"> Go the extra mile when needed to keep the customer happy and get the job done | <p><i>Contribute to maintaining a high First Time Fix rate as</i></p> |
| <ul style="list-style-type: none"> Work as a member of the team communicating effectively with management and with colleagues at all levels | |

Role Description

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|---|---|
| <ul style="list-style-type: none">• Manage materials effectively to ensure First Time Fix is maintained to a high level | <p><i>expected by the Company and Client</i></p> <p><i>Materials management</i></p> <p><i>Time keeping and appointments kept</i></p> <p><i>>95% accuracy on MSi inputs</i></p> |
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Role Description

Customer Recommended

KPIs

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| <ul style="list-style-type: none"> Deliver exceptional customer services, demonstrate flexibility and adaptability | <p><i>Measurement of customer experience; time keeping and appointments kept</i></p> <p><i>Effective working relationships and communication</i></p> <p><i>>95% customer experience</i></p> |
| <ul style="list-style-type: none"> Be polite and courteous at all times | |
| <ul style="list-style-type: none"> Promote the Company by keeping yourself calm and well presented in clean Company uniform | |
| <ul style="list-style-type: none"> Comply with the company policy of vehicle presentation. | |
| <ul style="list-style-type: none"> Communicate effectively with the Client representatives | |

People Promise

KPIs

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| <ul style="list-style-type: none"> Attend and participate in team meetings | <p><i>Ensure a professional service is delivered at all times respecting others and communicating effectively</i></p> <p><i>Join in and take part in the Property Services 'Peoples Promise' activities</i></p> <p><i>Model Company values and behaviours</i></p> <p><i>Attendance on training courses</i></p> |
| <ul style="list-style-type: none"> Demonstrate honesty with colleagues | |
| <ul style="list-style-type: none"> Work in conjunction with the Team to deliver a reliable service | |
| <ul style="list-style-type: none"> Participate where possible to make your mark | |
| <ul style="list-style-type: none"> Actively seek to develop skills and knowledge, attending training courses provided by the Company | |

Safe

KPIs

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| <ul style="list-style-type: none"> Carry with you at all times your Health and Safety files, Risk and CoSHH assessments and refer to them when needed | <p><i>Contribute to H&S Morgan Sindall Property Services 'Gold' Standard</i></p> <p><i>Actively participate to minimise non – conformances with regard to Health and Safety</i></p> <p><i>Monthly Engineer Audits</i></p> |
| <ul style="list-style-type: none"> Be responsible for your own safety and that of others as set out in the Company H&SE Policy | |
| <ul style="list-style-type: none"> Ensure tools are Pat Tested in line with Company policy and kept in good working order | |
| <ul style="list-style-type: none"> Report any accidents, incidents, near misses | |
| <ul style="list-style-type: none"> Always wear the appropriate PPE | |

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| <ul style="list-style-type: none"> Comply to the Commercial Vehicle Policy and Guidance documents | |
| <ul style="list-style-type: none"> Attend monthly Tool Box Talks | |

Technical Skills, Knowledge and Attitude

* either core trade intermediate to advanced level & others as appropriate basic / working towards intermediate level

| | | | | |
|------|----------------|------------------|-------|-------------|
| Safe | People Promise | Right First Time | Value | Recommended |
|------|----------------|------------------|-------|-------------|

| | Basic | Intermediate | Advanced |
|--|-------|--------------|----------|
| Tiling | ✓ | | |
| Painting | ✓ | | |
| Drainage | ✓ | | |
| Ground works | ✓ | | |
| Cleaning | ✓ | | |
| People Skills | | ✓ | |
| Flexibility/Adaptability | | ✓ | |
| Good communication skills and knowledge of Microsoft Office products | | ✓ | |