

## ROLE DESCRIPTION



<b>Role title</b>	Builder		
<b>Directorate</b>	Communities		
<b>Reporting to</b>	Responsive Repairs Supervisor		
<b>Grade</b>	12		
<b>Evaluation ref;</b>	SCG1428	Job Family Ref:-	
<b>Role purpose</b>			
<ul style="list-style-type: none"> <li>To provide a repairs and maintenance service to over 5,600 communal areas, tenanted properties and empty homes to the council's standards, statutory requirements, and relevant building regulations.</li> <li>This role is critical to ensure our housing stock is maintained to statutory legislation and repairs are completed to prescribed timescales, such as resolving defects causing damp and mould as detailed in the Social Housing Regulation Act 2023.</li> </ul>			
<b>Corporate Responsibilities</b>			
<ul style="list-style-type: none"> <li>Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.</li> </ul>			
<b>Key results area</b>	<b>Accountability</b>		
Operational Service Delivery	<ul style="list-style-type: none"> <li>Carry out masonry / stonework repairs to walls, chimney stacks, flues, and pots, proficient with face brickwork &amp; blockwork. Patch plastering and re-plastering of entire walls / rooms. Repairs to and installation of concrete slab floors, paths, paved areas, manholes, gulleys and drains. Removal of fireplaces and blocking up / making good.</li> <li>Responsible for fencing repairs, installation of replacement and new fencing.</li> <li>Fitting of aids and adaptations for tenants with disabilities, i.e. handrails, ramps, and railings.</li> <li>Carry out repairs to properties affected with damp and mould, such as Dryrod damp -proofing, tanking systems and chemical treatments incorporating complete replastering areas and DPC injection.</li> </ul>		

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	<ul style="list-style-type: none"> <li>• Undertake other trade repairs such as minor plumbing / carpentry repairs, tiling, and painting.</li> <li>• Ensure all works are planned and managed in line with timelines and ensuring that follow up visits are avoided.</li> <li>• Ensure repairs are carried out to the letting standard and signpost tenants to their tenancy agreement or Somerset Council website for landlord / tenant repair responsibilities.</li> </ul>
Strategic Delivery / implementation /Coordination	<ul style="list-style-type: none"> <li>• Carry out repairs using materials that are consistent with products used within repairs and planned maintenance teams.</li> <li>• Report concerns and any disrepair in properties to limit further disrepair ensuring well maintained assets for the council.</li> </ul>
Performance Framework	<ul style="list-style-type: none"> <li>• Carry out works in order of appointment time, measured by the SMV (standard minute vales) per repair on the SOR's (schedule of rates) system used to ensure effective productivity and value for money.</li> <li>• Ensure ideas for future improvement is relayed to the supervisor.</li> </ul>
Project/Contract Management	<ul style="list-style-type: none"> <li>• Provide support on contracts or project work that relate to the relevant trade area. Oversee works carried out by contractors, raising concerns regarding any poor performance.</li> </ul>
Financial / Budget responsibility	<ul style="list-style-type: none"> <li>• Have commercial awareness when costing jobs ensuring that repairs are carried in line with landlord responsibilities and the council's standard using prescribed materials to ensure consistency and low-cost maintenance.</li> </ul>
Stakeholder Engagement	<ul style="list-style-type: none"> <li>• Liaise with repairs and void supervisors, other trade teams, schedulers, planned team and external contractors.</li> <li>• Engage with residents in relation to their team's projects and assist in continually improving resident satisfaction with service delivery.</li> </ul>
Team Management	<ul style="list-style-type: none"> <li>• Provide advice, support and guidance to apprentices and temporary staff members as required.</li> </ul>
Regulation / Statutory compliance	<ul style="list-style-type: none"> <li>• Carry out repairs to relevant legislation as a landlord.</li> <li>• Carry out work duties as defined in method statements and risk assessments.</li> <li>• Carry out works to building standards and Decent Homes.</li> </ul>

### Qualification/Knowledge/Experience/Skills

#### Qualifications

##### Essential

- Good general standard of education (minimum to GCSE standard or equivalent, including English and Mathematics Grades C/4 or above)
- Evidence of continuing development of professional and management skills, e.g. through training, qualification and/or experience.

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- Relevant qualifications in the built environment / construction for example: BTEC or equivalent Level 2 building or multi skilled maintenance operatives' level 3, HNC, HND or equivalent experience.

### **Desirable**

- Site Supervisor Safety Training Scheme (SSSTS)
- City and Guilds maintenance operations NVQ2 (plastering, tiling, carpentry, painting, and decorating. Kitchen fitting, flooring, screeding etc). Membership of a professional body, where such a relevant body exists.
- Apprenticeship served.
- Health and Safety Qualification

### **Knowledge**

#### **Essential**

- Competent in the use of Microsoft Office
- Demonstrates a range of management skills - able to deploy resources and staff, manage change and respond flexibly.
- Organised, conscientious, energy, drive, confident and assertive.
- Knowledge and understanding of Health & Safety legislation such as Health & Safety at Work Act 1974 and Management of Health and Safety Regulations.
- Working knowledge of relevant regulations e.g. building regulations, decent homes and Landlord and Tenant Act 1987
- Compliance requirements in relation to housing and communal areas.

#### **Desirable**

- A demonstrable track record and consistent achievement at professional level within an organisation of comparable scope and complexity.
- Able to demonstrate understanding, experience and knowledge of policy and activities within your area of expertise.
- Relevant Local Government experience and understanding of the whole Local Government sector and its current challenges.
- Facilitates organisational, individual, and personal learning and development.
- Political sensitivity and commitment to public service ethos.
- Experience with working with elected members, or in a political environment.

### **Skills**

#### **Essential**

- Excellent communication skills both written and oral, with a good telephone manner.
- Use of electronic systems for workload, completion of repairs and reporting of concerns.
- Good interpersonal skills.

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<ul style="list-style-type: none"> <li>• Flexibility and ability to multi-task.</li> <li>• High level of accuracy and attention to detail.</li> <li>• Problem solving &amp; decision making.</li> </ul>	
<p><b>Dimensions of role</b></p>	
<p>The Housing Maintenance Team undertakes responsive and void repairs for the Council's housing stock which consists of approximately 5,600 dwellings (e.g. houses, bungalows, and blocks of flats) – both general needs and supported housing, c.1400 garages, and other types of assets including shops, meeting halls, land, and sewerage treatment facilities.</p> <p>Approximately 5000 emergency repairs and over 10,000 non-emergency repairs are undertaken each year, as well as around 300 void property repairs (costing from c.£5k to c. £20k/property) to bring the property up to our Lettable Standard. The overall annual budget for service delivery is approximately £7m.</p> <p>The service for our customers is delivered primarily by our in-house teams (approximately 100 staff), as well as using external contractors when required.</p>	
<p><b>Notes</b></p>	
Competencies / attributes	Somerset Council has developed an attributes framework which will be a key component of the role; this can be found on the Council's website.
Working conditions:	Working inside tenants' homes. Conditions can be poor, depending on the reason for visit and may encounter working in confined spaces or at height.
Working arrangements:	A significant part of the role involves working away from the office in all weathers when safe to do so. The types of building will vary from flats, houses, sheltered housing schemes, offices, depots, and municipal buildings.