



JOB DESCRIPTION

Job Title:	Mason
Department:	Property Services
Responsible To:	Property Supervisor/Manager
Purpose of the Job:	To work either alone or as part of a team providing masonry services and other repairs and building maintenance and improvement work to the company's housing stock and other properties.

Specific Responsibilities

1. To undertake the main duties of a mason to include plastering, rendering, brick/blockwork, stone masonry using specialist materials and carrying out other repairs, maintenance, installation and excavation work as directed, ensuring that the quality of work meets the highest standards. To include repair, replacement, installation, removal, demolition, cleaning, making good:

Block & brickwork	Fencing
Leadwork	Concreting (eg paths & steps)
Plastering	Chimney Repairs
Plasterboarding	Pebble dashing
Rendering	Slate work
Roofing	Fireplaces
Ceilings	Solid fuel heating (HETAS Certified)
Leadwork	Flues
Soil & vent pipes	Guttering
Drainage provisions	Basic Woodwork
Drain covers	Metalwork
Solar Panels	Fascias, soffits, skirting boards
Non-Licensed Asbestos removals	

**This list is not exhaustive

2. Provide a quality service to tenants by carrying out works to a high standard in an efficient, effective, professional, respectful and safe manner.
3. Ensure excellent levels of customer service, taking all possible steps to accord with their reasonable wishes and taking account of any special needs. Where necessary, report requests or specify additional works to the Property Services Supervisor or Manager.

4. Ensure value for money and efficiency by:
 - Analysing and identifying the most cost effective materials for the works determining whether repairs or replacements are most cost effective (seeking guidance where necessary from the Property Services Supervisor or Manager)
 - Ensuring non-productive time is minimised wherever possible
 - Ensuring allocated van is up to date with basic materials and stock as may be required for repairs/ emergency repairs
 - Wherever possible, carry out the “first time fix” practise which may include undertaking other maintenance duties as required for example; basic decorating, tiling and basic plumbing tasks and other ad-hoc tasks such as operation of machinery (eg small plant)
5. Responsible for effective planning and assessment of allocated jobs and liaise with Property Services Scheduler/ Supervisor or Manager as necessary for the purpose of maximising efficiency, safety, providing excellent customer service and minimising non-productive time, including (for example):
 - Identifying the need for any variations due to weather constraints and the like
 - Assess manual handling requirements and make arrangements as necessary to enable the safe completion of tasks
 - Identifying access issues
 - Identifying and sourcing receipt and delivery of required materials and equipment, including materials for jobs and tool and equipment hire (eg scaffold, drainage equipment etc)
 - For planned works, identifying the most efficient order of tasks according to available time and materials
 - Where appropriate, making arrangements with tenants where follow up works or continuation of works are required
6. Identify and report any estate and property defects, areas of concern and fly tipping to the Neighbourhood Services and Property Service teams as appropriate.
7. Work collaboratively with colleagues across the business, developing effective and positive working relationships to enable completion of repair, maintenance and compliance work and in order to maintain or improve the level of service offered to customers, (for example):
 - Grounds Maintenance to arrange garden clearance for access to fencing/property
 - Co-ordinating with other trades and suppliers (electrical, plumbing, carpentry, heating engineers, glazing, pest control operatives, electricity service provider and other contractors)
 - Neighbourhood Services and Property Services colleagues to support with gaining access to carry out compliance checks.
 - Supporting Neighbourhood Services with the decanting of tenants by carrying out furniture and contents removals
 - Support inspections by Asset Management
 - Assist with internal office works and moves
 - Enabling access to properties in respect of bailiff access, evictions, injunctions, emergency services access including fire service call outs and concerns.

- Supporting social workers and occupational therapists with access to properties and liaison re completion of disabled adaptation works.
8. Undertake work at all times in accordance with safe working practices as laid down in health and safety manuals, method statements, risk assessments and health and safety plans. Seek guidance from the Head of Health and Safety or Health & Safety Co-ordinator and/or Property Services Supervisor or Manager where there are concerns or issues relating to health and safety.
 9. Ensure vigilance in identifying any safeguarding or antisocial behaviour issues and report as a 'cause for concern' to the Neighbourhood Services team and/or Property Services Supervisor or Manager in accordance with company procedures.
 10. Be responsible for any vehicle allocated, keeping it in a clean and tidy condition and undertake the appropriate vehicle checks. Record and action any vehicle defects and ensure they are rectified.
 11. Be responsible for company issued equipment and undertake the appropriate inspections prior to use. To not abuse or misuse the equipment and to use it in accordance with the manufacturers recommendations. To report defects to the appropriate supervisor/manager promptly and ensure that they are rectified. Ensure security of tools and equipment issued.
 12. Ensure mobile devices are charged and maintained to enable effective lines of communication with colleagues, partners and customers via telephone and emails.
 13. Ensure effective, efficient and timely operation of PDA in relation to allocation, organisation and updating of job status. Ensure work completed and job updates are recorded in accordance with company procedures.
 14. Ensure any paperwork including inspection sheets, compliance checks, work sheets, time sheets, vehicle sheets and the appropriate certification and warning notices are correctly completed and signed and returned or submitted promptly to the Property Services Supervisor / Scheduler or Manager as required.
 15. Participate on the emergency call out rota and other emergencies.
 16. If required, to mentor and guide apprentices through their training and development during their apprenticeship programme.
 17. As required, to undergo specific training to maintain professional and technical knowledge, improve skill levels and knowledge and maintain appropriate registrations and accreditations.

General

1. The post-holder will be expected to comply with the Company's policies, procedures and initiatives relating to equality, diversity & Inclusion; health, safety & the environment and safeguarding.
2. The post holder will be expected to promote the company in a positive manner at all times.

3. The post-holder is expected to be proactive in identifying how services, policies and procedures can be improved and seek authority to implement changes which benefit the company and its customers.

No job description can cover every issue which may arise within the post and the post-holder is expected to carry out other duties from time to time which are broadly consistent with those in the document.

I accept that this job description is a fair description of the job i have applied for:

Signed:

Date:

Print: