|  |  |
| --- | --- |
| **Job title:** | Site Agent |
| **Department:** | Production |
| **Responsible to:** | Site Project Manager |
| **Responsible for:** | Site Operatives |

|  |
| --- |
| **Job Purpose:**  To assist and deputise for the Site Project Manager in the management and operation of site(s) ensuring that appropriate resources are deployed effectively and efficiently to meet safety, quality, cost and performance standards to achieve build programmes(s). |
|  |

|  |
| --- |
| **Main Duties and Responsibilities:**  **Assist in ensuring the site operates within safety, regulatory and legislative standards**   * Drive safety awareness behaviours and practices across the site(s) to achieve our site inspection scores. * Work with the regional SHEQ Manager to maintain awareness of all safety, regulatory and legislative changes. * Assist the Site Project Manager to ensure that changes are communicated and implemented within the required timeframe. * Ensure that all inductions are carried out correctly (including ensuring RAMS are signed and understood), recorded on time in the absence of/or as directed by the Site Project Manager. * Be responsible for the supervision of all ‘young persons’ on site, completing the necessary inductions and ensuring the appropriate risk assessments and method statements are adhered to. * Respond to and report any adverse incident, accident or near miss event in line with Story Homes emergency and response procedures. * Carry out required H&S inspections by proactively walking the site, ensuring that all safety standards are being achieved and any shortfalls identified are actioned. * Ensure that subcontractors and suppliers are adhering to HSE regulations, site rules and policies. * Ensure the storage and transport of materials meets safety and regulatory requirements. * Manage the storage and transport of materials, meeting safety and regulatory requirements. * Communicate to the Site Project Manager any issues that should be escalated. * Ensure site is safe and secure at the end of each day. * Support an effective out of hours emergency contact procedure.   **Effective management of site team(s)**   * Support the achievement of KPI’s. * Demonstrate role model behaviours in line with the company values. * Ensure the site teams and subcontractors have a full understanding of build programme dates and Story Homes standards. * Monitor and manage the performance and output of the site team, including subcontractors, in line with Story Homes standards. * Provide timely and effective feedback on performance of site teams, including subcontractors, escalating any issues to the Site Project Manager where required.   **Assist with the effective monitoring and management of build programmes, the customer journey, and quality standards**   * Provide direction and support to on-site teams on all aspects of construction. * Develop knowledge of products, sites and building regulations to support the effective delivery of the build programme. * Support the Site Project Manager to monitor and communicate progress against build programmes and completion dates to the sales teams, through weekly site and sales meetings. * Be responsible for ensuring an effective snagging process in line with Story Homes standards, with appropriate action taken prior to legal completion. * Ensure timely ordering and appropriate material storage, reducing waste and damage. * Assist the Site Project Manager in the effective cost management of the site in line with CVR process. * Support adherence to group presentation standards (including build areas, sales areas, plot, compound and welfare standards) * Ensure that all progress reports (for which responsible) are accurate, up to date and recorded. * Ensure CML’s are on time, in line with the build programme. * Ensure that all site documentation is processed and recorded accurately, in accordance with GDPR and in a timely manner.   **Demonstrate full consumer code compliance**   * Support the Site Project Manager to carry out key stage quality inspections prior to NHBC stage inspections and legal completion dates. * Deliver customer care excellence, including conducting Meet Your Home Team, pre-legal completion inspection, home demo, handover, 7/21-day appointments. * Gather and distribute plot handover documentation and certificates to the relevant parties. * Provide a well-managed transition to the Aftercare function. |
|  |
|  |

|  |  |
| --- | --- |
| **Key Attributes** | Core:   * Good working knowledge of the housebuilding industry. * Possess skills and expertise in interpreting and delivering against plans. * Ability to build relationships at multi-levels both internally and externally. * Excellent communication and IT skills. |
| **Qualifications/**  **Experience** | Core:   * Holds a full driving license. * Experience in dealing with customers and the general public. * Experience of civil and trade. * Significant knowledge and experience in health and safety requirements and standards. |
| Desirable:   * Experience of managing a team. * Experience working with numerous subcontractors. * First Aid. * SMSTS. |

|  |
| --- |
| **Key KPIs/Targets:** |
| * Quality * HSE * RI’s |

|  |  |  |  |
| --- | --- | --- | --- |
| **I confirm I have read and understood my job description.** | | | |
| Employee Name |  | Date |  |
| Employee Signature |  | Date |  |
| Line Manager Signature |  | Date |  |

*It is a requirement of Story Homes that all staff work in a flexible manner compatible with their job and in line with the objectives of the company. Please note that the job description for this position may be reviewed and amended to incorporate the future needs of the business.*