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| **Job title:** | Trainee Site Agent |
| **Department:** | Production |
| **Responsible to:** | Site Project Manager |
| **Responsible for:** | NA |

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| **Job Purpose:**  To assist the management and operation of site(s) ensuring that safety, quality, cost and performance standards are achieved. |

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| **Main Duties and Responsibilities:**  **Support site operations in line within safety, regulatory and legislative standards**   * Develop working knowledge of products, developments, regulations and competitors. * Gain understanding of build programming. * Work with the regional SHEQ Manager to gain awareness of all safety, regulatory and legislative changes. * Assist the Site Agent/Site Project Manager to ensure that changes are communicated and implemented within the required timeframe. * Support effective cost management in line with CVR process. * Assist the Site Agent conducting required H&S inspections by proactively walking the site, ensuring that all safety standards are being met and any shortfalls identified are actioned. * Ensure that subcontractors and suppliers are adhering to HSE regulations, site rules and policies. * Support the management of the storage and transport of materials, meeting safety and regulatory requirements. * Communicate to the Site Agent/Site Project Manager any issues that should be escalated. * Support an effective out of hours emergency contact procedure.   **Support effective management of site team(s)**   * Support the achievement of KPI’s. * Demonstrate role model behaviours in line with the company values. * Work with the Site Agent to ensure site teams and subcontractors have a full understanding of build programme dates and Story Homes standards. * Provide timely and effective feedback on performance of site teams, including subcontractors, escalating any issues to the Site Agent/Site Project Manager where required. * Assist the Site Agent to ensure that effective snagging has been completed with appropriate action taken prior to legal completion. * Support the Site Agent/Site Project Manager to carry out key stage quality inspections prior to NHBC stage inspections and legal completion dates.   **Assist the effective monitoring and management of build programmes, the customer journey and quality standards**   * In conjunction with the Site Agent, monitor and communicate progress against build programmes and completion dates to the sales teams through weekly site and sales meetings. * Work with the Site Agent/Site Project Manager to ensure site presentation is in line with group standards (including build areas, sales areas, plot, compound and welfare standards). * 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 Agent to deliver a high level of customer 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. * Support a well-managed transition to the Aftercare function. |
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| **Key Attributes** | Core:   * Ability to build relationships at multi-levels both internally and externally. * Excellent communication and IT skills. * A proactive and driving attitude. * Willingness to learn. |
| **Qualifications/**  **Experience** | Core:   * Experience in dealing with customers and the general public. * A UK driving licence and own transport. |
| Desirable:   * Trade background or site experience. |

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| **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.*